



Cybernet, a part of Lakson Group of Companies, is a leading internet and Data Communication Network Service Provider in Pakistan. Our company focuses on providing specialized solutions for different enterprises with end to end solutions, be it Single-site or Multi-site Data and Internet connectivity solutions, Wholesale or Multi-homed internet solutions, Local or International VPN solutions, Backhauling Solutions, Enterprise Voice Solutions, Cloud Power Hosting, Disaster Recovery and Data Center Co-location services or Enterprise/SMB web and e-mail solutions.

We're currently present in 20 cities within Pakistan, offering various technology services to more than 1500 corporate customers in 52 cities and towns. We offer a range of connectivity options to our enterprise clients from fixed line, GPON, Metro-ethernet and DSL, to wireless solutions such as Radio and Wimax based services. We currently stand at over 1900 employees, providing on-ground support to valued clients across Pakistan, backed by state of the art Network Operations Center and a call center, both supporting clients round the clock

**Position Title:** TAC Engineer

**Department:** Managed Services

**Location:** Karachi - Cybernet Headquarters

**Job Description:**

- Assess nature of queries and provide technical support to corporate clients.
- Maintain and ensure cordial services for the clients.
- Ensure resolution of complaints within given and committed time.
- Help troubleshoot Network Access Layer issues related to CPE installed at customers' end (router, switches, etc.).
- Respond to queries with regards to internet access technologies (i.e. DSL, VSAT Fiber, WiMAX, GPON and RF).
- Initiate ticket for incident resolution in system and communicate to all stakeholders.

**Job Requirements:**

- Bachelors in Telecommunications, Electronics or Computer science.
- CCNA certified will be preferred.
- Good understanding of OSI Layer, TCP IP, switching & routing. Knowledge and experience with Linux & VM.
- Network security exposure (basic level).

**Role requires rotation on 8 hours `shift roster.**

Interested candidates should fill out an online application form at: <https://forms.gle/6wbUmpNJgrrHfzXcA>

Please apply latest by **21<sup>st</sup> June 2021.**