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IT Support Engineer

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Company: Huawei Telekomünikasyon Dış Ticaret Ltd

Location: Ankara

Category: other-general

- Supporting Huawei storage and server products including enterprise storage devices, cloud storage, cloud computing software & tools, rack servers, blade servers, high density servers and related storage/server management software.
- Providing project/solution implementation in coordination with partner and/or cross-functional team members to have the ICT network implemented on time.
- Providing technical support, handling problem analysis and providing other required service to company's agents and other valued service partner.
- Providing support and guidance to company's service partner which relate to technical enquiry, issue analysis, technical solution and document.
- Assisting and auditing project designs and solutions for company's partner and customer.
- Recognizing problems need to be escalated to HQ and keep track of the whole process flow.
- Providing support to delivery team which includes solution demonstration, configuration guide.
- Resolving single- and cross technology incidents independently, and working with team members to resolve unusually complex or cross technology incidents.

Requirements

- Bachelor's degree in Electronics, Computer Engineering or related discipline.
- Excellent verbal, written, and communication skills.
- Min. 1-5 years' experience of installing and implementing server operating systems, and related technologies in an enterprise environment.

- Experience of administrating server and storage systems.
- Having ability to install, operate and maintain monitoring and management systems.
- Ability to provide basic network level support including configurations, diagnostics, and troubleshooting.
- Must be able to multitask and work under pressure.
- Vendor certification will be a plus.
- Able to travel domestic and international.

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