



WE ARE HIRING

Technical Support Representatives

SimbaNET Limited is part of The Wananchi Group and one of Eastern African leading internet, data and multimedia communication solutions provider. SimbaNET seeks to recruit highly competent, self-motivated and professional individual for the **Technical Support Representative** positions

Reporting to:

Customer Support
Manager

Apply to:

recruitment@simbanet.co.tz
before 3rd April 2025

www.simbanet.net





About The Role

Technical Support Representatives

As a Technical Support Representative, you will deliver high-quality technical assistance and troubleshooting for SimbaNET's full suite of services, including WAN, LAN, Internet, data, and managed mail solutions.

By providing clear and effective communication via email, voice, and chat, you will resolve customer inquiries in strict adherence to established protocols and standard operating procedures.

Qualification & Experience

- Able to work with tight deadlines & deliverables
- Agile & proactive
- Excellent communication skills
- Detail oriented, creative and go-getter
- Excellent troubleshooting skills
- Experience in Telecom projects and development
- Ability to manage contractors and providers

Desired Qualifications

- A Bachelor's degree in Communication and Information Technology, Telecommunications Engineering, Computer Science, or Electrical and Electronics Engineering. (Equivalent qualifications in a related engineering or technology discipline will also be considered)
- CCNA, Network A+, CCNP, JNCIA, SDH
- 2 years working in Service/Telecom Provider or any related fields