



# SENIOR CONTROL ROOM TECHNICIAN

**JOB TITLE:** Senior Control Room Technician

**LOCATION:** Cape Town (On-Site)

**REPORTS TO:** International Operations Manager

## Essential Responsibilities

The Senior Control Room Technician plays a critical role in ensuring the seamless operation, maintenance, and support of our cloud-based systems and services. You will collaborate with clients and internal teams to troubleshoot technical issues, provide timely resolutions, and offer expert guidance to optimize their cloud infrastructure.

## Responsibilities

Infrastructure Management:

- Monitor cloud performance, identify bottlenecks, and recommend optimization strategies.
- Implement and maintain security measures to safeguard data and systems.

Remote Technical Support:

- Respond promptly to client inquiries and technical issues via remote communication channels.
- Provide step-by-step guidance to clients for system configurations, software installations, and troubleshooting

Incident Resolution:

- Investigate and resolve incidents within defined service level agreements (SLAs), minimizing downtime and disruption for clients
- Escalate complex issues to higher-level support when necessary, ensuring effective issue resolution.

Documentation:

- Create detailed technical documentation for client configurations, troubleshooting steps, and best practices.
- Maintain a comprehensive knowledge base with articles and solutions for common issues, facilitating efficient support.

Collaboration and Communication:

- Clearly communicate technical information to both technical and non-technical clients, fostering a strong client relationship.

Problem Solving:

- Analyze system logs, performance metrics, and error messages to identify root causes of technical issues.

- Develop innovative solutions and workarounds for complex problems to minimize client impact.

Training and Guidance:

- Provide training sessions and workshops for clients to help them understand and effectively use cloud services.
- Offer proactive guidance on best practices, cost optimization, and cloud resource management.

Client Relationship Management:

- Build and maintain strong relationships with clients, understanding their business objectives and technical requirements.
- Proactively communicate with clients to provide updates, gather feedback, and ensure overall satisfaction.

**Qualifications**

- Proven experience in cloud support, remote technical support, or related roles.
- Proven experience in the setup and management of control room systems and processes will be highly beneficial.
- Strong troubleshooting skills and the ability to diagnose and resolve complex technical issues.
- Excellent communication skills, both written and verbal.
- Self-motivated, able to work independently in a remote environment.
- National Diploma in Computer Science, Information Technology, or related field (or equivalent work experience).

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