

Department: Operations
Position: Service Desk Expert
Location: Dublin - City Centre

About Asavie

Asavie is the world's leading developer and provider of cloud-delivered, secure connectivity services to mobile Carriers. Asavie's unique Software-as-a-Service (SaaS) connectivity solution delivers seamless connectivity to the Carrier's customer, regardless of network, technology and locations. This market is poised to grow from zero to almost a billion dollars per year in the next 5-10 years. Asavie has developed world-class products over the past few years and has now reached significant sales (~\$10m) and strong profitability.

Asavie is an Equal Opportunity Employer that offers a competitive salary, benefits & the professional advantages of an environment that supports your development & recognizes your achievements.

As part of our continued growth, we are looking for talented individuals with an entrepreneurial spirit, who have the drive and passion to succeed and want to be part of an exciting, young company going places.

The Service Desk Expert is responsible for the support of Asavie-powered network solutions. These network solutions provide VPN and associated routing, firewalling and authentication services via a cloud-hosted, software-as-a-service (SaaS) platform.

The candidate should have in depth working knowledge of networking, configuration of routers and have comprehensive experience with mobile devices and mobile technologies.

Due to our continuing expansion, we wish to recruit a Service Desk Expert to join our Operations team, to be based in our offices in Dublin, Ireland.

Responsibilities:

- Involvement in Global projects providing cellular network solutions to global carriers and customers
- Perform problem analysis in a reactive and proactive manner
- Providing technical assistance to Corporate customers on Asavie products
- Provide pre-sales support to determine appropriate solutions
- Participate in and contribute to a dynamic team in an exciting environment
- Create knowledge base articles and white papers to help increase customer awareness of complex support issues
- Identifying and clearly documenting issues requiring escalation, for complex problem resolution and/or product life cycle management

- Promote a team environment by assisting co-workers whenever necessary to enhance the professional development of everyone within the organization

Requirements:

- 2 years' experience in a professional Network and/or IT Operations support in a customer facing role
- CCNA Certification (Routing and Switching, Security, Wireless)
- Knowledge and demonstrated usage of Windows operating systems
- Experience in providing phone-based technical support
- Network Knowledge essential e.g. TCP/IP v4 routing/port forwarding/router configuration
- Excellent knowledge using network tools e.g. Wireshark, Packet Tracer, Command Prompt
- Excellent interpersonal and communication skills (written and verbal)
- Excellent organizational and prioritization skills
- Ability to work well under pressure, multi-task and meet deadlines
- Ability to work well both independently and in a team environment
- Ability and flexibility to perform all other job-related and ad-hoc duties as required
- Experience of Industry standard Alarming and Monitoring tools is a bonus

How to Apply

If you think you have what it takes to really make a contribution in our company, then email your CV and cover letter to careers@asavie.com. We offer higher than average compensation reflecting the calibre of person required.