



Job Opportunity

Airmate Ltd, a fast-expanding company specialized in the provision of business process outsourcing, aviation-related and IT-enabled services to airlines has openings for immediate recruitment for bright and motivated Mauritian Citizens to work in the IT position below. If you feel you have the right profile, we invite you to be part of our team in the following challenging position: -

IT Customer Service Officer

Ref: Airmate/ITCSO/22/005

The main responsibility of the IT Customer Service Officer will be to ensure and provide IT, Telecommunication and System related Help Desk and Support services to users.

Main accountabilities:

- Ensure and provide prompt, reliable and round-the-clock Help Desk and Support services for IT and Telecommunication systems at customer site;
- Carry out the installation, repair and maintenance of IT and Telecommunication equipment and ensure their proper running, monitoring, upgrade and servicing;
- Assist in the setting up and maintenance of client's ICT Infrastructure;
- Design, plan and perform data, telecommunication and electrical cabling as well as other related infrastructural works;
- Provide Service / Contact Centre and ICT related support services to customers;
- Prepare, plan and provide training to user community on generic software/products and applications used by the client and educate users in the optimum use of IT tools and systems.

Prerequisites:

Higher School Certificate (HSC) or General Certificate of Education (GCE), with 2 "A" level obtained at one and same sitting or an equivalent qualification from a recognised institution.

Plus

Diploma in Computer Science / Information Technology / Information Systems or any IT related field from a recognised institution / university or an equivalent qualification acceptable to Airmate Ltd.

Note 1: Applicants should specify subjects and grade details obtained at HSC (Indicate Advanced and/or Subsidiary Level) in the application form. Incomplete applications will not be considered.

Note 2: Applicants with a valid IT Certification from e.g. CompTIA, Microsoft, Cisco, etc will have an advantage.

Note 3: Experience and skills in the following areas will be an advantage:-

- Technical support and maintenance of IT and Telecommunication hardware such as PCs, peripherals, networking and telecommunication equipment
- Support on generic software such as Office automation tools, systems and applications

Candidate profile:

- Be highly customer focused, pro-active and a great team player
- Able and willing to work under pressure and odd hours including weekends and public holidays
- Have good problem solving skills with a strong customer focus
- Have hands on experience in performing technical maintenance tasks and have a possess knowledge of hardware and software trends
- Have strong communication skills, logic and analytical skills

Application Procedure:

Interested candidates are invited to send their application on the Company's prescribed form with full curriculum vitae, motivation letter, supporting educational certificates, documentary evidence relating to work experience and Photostat copies of birth with a recent passport-sized photo by registered post not later than **Friday 30 September 2022** at 16h00 local Mauritius time (equivalent to 12h00 UTC).

Applications should be addressed to:

Talent Acquisition Section,
Airmate Limited, P.O Box 441,
Port Louis

Note 4:

The application form can be downloaded from the Airmate Website at the following address <http://www.airmate.mu/airmate/Vacancy.pdf>

Note 5:

- Job reference 'Ref: Airmate/ITCSO/22/005 should be specified on the application form and envelope.
- Applicants should provide Letters of Equivalence from National Equivalence Committee for academic qualifications.
- Applications received after the closing date will not be considered.
- Canvassing in any form will entail disqualification from the selection process.

Airmate Limited reserves the right:-

- (i) to call only the best candidates to participate in the Selection Process.
- (ii) to offer employment to the suitable candidates on a contract basis.
- (iii) not to make any appointment as a result of this vacancy notice.