POSITION	REQUIRED BASIC & ADDITIONAL QUALIFICATIONS	EXPERIENCE	KEY RESPONSIBILITIES
Engineer/ Specialist – Infrastructure Support (NOC)	• A Bachelor's Degree or equivalent qualifications related to the field from a recognized university/institution	• Minimum 05 years' experience	• Point of Network Operations Center (NOC) contact for trouble shooting of government digital infrastructure and platform solutions • Coordinate with contracted infrastructure service providers, Software platform providers, LGII Software Support Engineers and LGII Infrastructure Support Engineers to identify and resolve post implementation infrastructure issues reported by users to provide an uninterrupted service • Assist Manager Technical Operations so that monthly Service Level Agreements are maintained by contracted infrastructure service provides • Coordinate with users regarding any inquiries & complaints, Provide primary level technical support to infrastructure operations • Ensure system improvement needed by clients are reported to ICTA technology team • Pay attention to all security aspects of the NOC operations and report to management as appropriate