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Sri Lankans will
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#MoreThanAJob



Technical Officer – Customer Resolution Centre

The Job

- Attending to the calls received through Broadband TAC technical hotline. Hotline consist of Fixed Broadband Technical Support , Smart Device Technical Support, Mobile Technical support and any transferred call from CC.
- Interact with customers to provide information in response to inquiries, Complaints and requests about Technical issues / difficulties.
- Gather customer's information and determine the issue by evaluating and analysing the symptoms
- Diagnose and resolve hardware and software issues of the service provided to the customer.
- Offer alternative solutions where appropriate with the objective of retaining customer.
- Create FCR ticket in Siebel CRM & Aspect.
- Redirect call to an appropriate resource/hotline if not able to support within the divisional scope.
- Create SR and escalate problems to appropriate resource/division via Siebel.
- Create WO to send a field team via Siebel.
- Attend to Siebel SRs achieving targets (NPS, Audit, Resolution SLAs) while adhering to given guidelines
- Handling customers in a professional manner while achieving set qualitative and quantitative Service level targets and update all required CRMs
- Ensure adherence to ISO and internal processes and driving service excellence throughout all customer transactions.
- Identify and escalate priority issues per Client specifications

The Person

- NV Q Level -5 / IVQ Level -5
- City & Guilds Advanced Diploma/ HNDE/ NDT/ NDES/ Diploma in Technology (OUSL)/ Advance Diploma in Telecommunication Technology Advance Diploma in Information & Communication Technology/Advance Diploma in Information Technology / Advance Diploma in Communication Technology/ National Diploma in Engineering Technology etc .
- Please visit www.dialog.lk/careers and click "Apply Now" to apply.