



DEPARTMENT: Engineering (Pailles)

POSITION: Trainee Associate IT Engineer

Leal Communications and Informatics Ltd is currently looking for Trainee IT Engineers to kick – start their career.

You are encouraged to apply and join our dynamic team of IT Engineers. We guarantee that you will embark on a journey of growth and development in a supportive, professional environment.

We offer promising career prospects, continuous learning opportunities, and an attractive salary package to help you achieve you full potentials.

RESPONSIBILITIES:

- Responsible to assist in site surveys and obtain a proper Knowledge of customer environment to effectively define service requirement to assist the Head of Engineering in the Pre-Sales Proposal.
- Responsible to assist Senior IT Engineer in the technical design, installation, configuration, and implementation of IT equipment done as per project requirements and within project timelines and costs and that escalation is done as required.
- Responsible to assist in project schedules to ensure that Service Level Agreement (SLA) is met.
- Responsible to ensure that there is an efficient and proper follow up with customer regarding outstanding issues and systematically keep the Head of Engineering informed of the status.
- Responsible to prepare documentation on the implemented systems.
- Responsible to assist in proper handling of the initial call from the customer and carry out preventive and curative interventions in the most professional

manner to ensure that all interventions are completed on time, on Quantity and on Quality.

- Responsible to follow company guidelines for Service Level Agreement (SLA) for responding to customer calls as per contractual agreement.
- Responsible to perform effective 'debrief' and reporting of service call for future enhancements during weekly meetings

QUALIFICATION AND EXPERIENCE:

- Good English, French & Maths results in SC/HSC
- Bachelor's degree in Electronic Engineering / Cybersecurity/Computer Systems/Information Systems

SKILLS, COMPETENCIES AND OTHER DESIRABLE CRITERIA:

- Passion for customers, technology, and learning. Demonstrated skills and abilities to consistently create an amazingly positive experience for our customers and Partners.
- Strong problem – solving ability ranging from conceptualization to implementation
- Holder of a valid driving license
- Fluent in spoken and written English and French
- Good interpersonal, communication, analytical and problem – solving skills
- Strong team spirit
- High sense of responsibility and commitment
- Ability to learn independently and pass certifications
- Ability to work under pressure and meet deadlines
- Willingness to learn new technologies
- Ability to work after normal office hours and on roster for public holidays (Flexibility 24x7)

APPLICATION PROCEDURE:

You can apply for this position by email at hr@lealgroup.mu or you may contact us on the 2072434 for more information.