



# WE'RE HIRING!

## ***Deputy Manager / Assistant Manager Monitoring Unit***

**Department:** Customer Experience

**Location:** Karachi

**Education:** Bachelors/Masters in Computer Science or related field

**Experience:** 06 – 08 years in relevant field

**Deadline:** July 22, 2024

**Apply at:** [careers@1link.net.pk](mailto:careers@1link.net.pk)

*Female candidates are encouraged to apply.*



# Title: Deputy Manager / Assistant Manager – Monitoring Unit



## Job Role & Requirements:

- Monitor alerts and warnings on monitoring portals and promptly reporting them to the asset owner for immediate response.
- Assist the team in following up on responses to issues.
- Coordinate with internal and external departments regarding critical issues.
- Ensure timely reporting of BAU, access, and authorization issues by the team.
- Ensure that the team diligently maintains MIS and resolves cases in a timely manner.
- Timely inform and update the senior management on critical issues.
- Escalate critical cases with Emergency Response Team (ERT) on WhatsApp and contact the relevant department via call/email immediately.
- Ensure and monitor compliance with 1LINK policies and procedures.
- Manage the 24x7 shifts.
- Possess high-level knowledge of monitoring tools and their impact on 1LINK services.

*At 1LINK we believe in equal opportunity & inclusivity for all. We encourage our employees to live a healthy life & work to the best of their potential. For employees to give their best, we offer:*

- ① *Modular working options such as flexi-hours*
- ① *Continuous training and development*
- ① *Quarterly bonuses*
- ① *Heavily subsidized lunch and club facilities*
- ① *Employee educational support*
- ① *Performance bonuses*
- ① *Carpool incentive*
- ① *On premises gym facility*
- ① *In-person/online doctor consultation facility*

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