

Are you a parent/legal guardian of a person who has Down Syndrome?
For more information visit our website www.dsa.org.mt



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**BREAKING
NEWS**



YOUTH WORKSHOPS

In preparation for the 30th April and 1st October deadline, the EUPA is organising two workshops on:

- **Friday 6th March** (17:30 - 19:00)
- **Friday 13th March** (17:30 - 19:00)

Focusing on:

- Key Action 1: Mobility project for young people and youth workers
- Key Action 2: Cooperation for innovation and the exchange of good practices
- Key Action 3: Support for policy reform

Those interested in attending should send an email to communications.eupa@gov.mt indicating which session they prefer.



Erasmus+



WINS Limited, a subsidiary of Eutelsat Communications, a leading global satellite operator, is in the business of providing satellite connectivity, voice services and Internet access on board cruise liners and ferries.

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TECHNICAL SUPPORT PERSONNEL

We are seeking a full time individual who will be in direct contact with our customers, monitoring services, diagnosing faults and solving problems. The job will involve working in a shift environment.

Main duties and responsibilities include:

- Field calls, and emails from clients and work to rapidly resolve any issues;
- Monitor active systems via Network Monitoring Systems and proactively work on resolving any issues as they arise;
- Provide support to field engineers during on board interventions;
- Liaise with other providers and supplier such as teleports or telecoms companies in order to resolve certain incidents;
- Be involved in ad-hoc administrative tasks for various projects;
- Record faults and maintain logs of all incidents; and
- Escalate issues to the support manager where necessary.

The ideal applicant is to possess:

- An extended MCAST Diploma in Computer Engineering or IT or higher;
- CCNA certification in routing and switching;
- Good customer service skills – the ability to be empathetic, accurate, responsive, resourceful and conscientious;
- Good problem solving skills;
- Good organisational and time management skills; and
- Fluent in English, both written and oral.

Any work experience in Telecommunications as well as fluency in Italian and/or German will be considered as an asset.

The successful candidate will benefit from working within a highly professional international environment whilst enjoying an attractive remuneration package.

If you have the required qualifications and experience and are interested in being considered for this position, email your application and CV to hr@winssystems.com

WINS Limited, Business Centre, 219-221 Parilja Street, St. Venera SVR1936, Malta.

All applications will be treated in the strictest confidence.