

**We're at our best,
when you're at yours**

Vodafone
Power to you



Voice & Data Services Ops. Engineer, Core Network Operations

Role purpose:

- Provide the support to Packet Data services platforms on both functionality and application level, in accordance with company policies & procedures, contractual obligations, legislation and other client requirements. Ensure the use of best practices and continuous improvement in all areas of service/delivery at a minimum cost contributing to company profitability.
- With focus on a specific area of competence managing all the relevant relationships with the local stakeholders and the cluster countries, in particular local teams for assuring normal network functionality, special projects or the handling of emergency situations.
- Be accountable for all activities within PS (Packet Data) nodes GGSN/SGSN, involved in operation and maintaining the normal functionality of the system and services.

Key accountabilities:

- Assist and take responsibility for the day to day activities that arise from within the support group and from MTX's and Technology department.
- Generate and handle trouble reports with the equipment supplier.
- Investigate and provide quick resolutions to complains raised by customers related to the Packet Data platforms
- Investigate and solve accordingly to the predefined KPI complains raised by the customers.
- Investigate the problems escalated from other organisational units, find out solution to eliminate the faults and necessary escalate them to the supplier.
- Provide support out of working hours.
- Assist in Network Crisis Handling, take necessary actions and escalate appropriately.
- Monitor the network operating performance systems/indicators in order to detect possible problems on the network, and implement improvements in processes or corrective measures
- Perform and monitor the implementation of software upgrades.
- Assist in the monitoring of the Systems and ensure their effective operation.
- Ensure and control the execution of daily check and routine administration activities.
- Control and administer where necessary documentation and central library.
- Ensure the fulfilment of company standards for security and fraud issues.
- To review and develop working practices in order to produce the most cost effective method.
- Assist in Design and Development of s/w tools to improve systems monitoring.
- Train the new engineer of the team to acquire and improve the basic techniques for the management of the platforms.
- Be actively engaged in company's planning processes including INTP, LRP & BCP and ensure the fulfilment of planned activities along the fiscal year.

Core competences, knowledge and experience:

- Knowledge of recent technological developments
- UNIX system administration
- Be compliant with information security requirements
- Be sensitive on environmental issues
- Team working

Must have technical / professional qualifications:

- At least BSC degree in Telecommunication/Computer Engineering or similar
- 1 year engineering experience with wireless product
- Good knowledge of the area
- Be customer oriented
- Be conscious of company's assets and financial issues

Only the candidates selected for interviews will be contacted.

*The interested candidates are invited to apply at **humanresources.al@vodafone.com** or at **www.vodafone.al/careers**, specifying the position they are applying for, **until February 12th 2016**.*

We're at our best when you're at yours. Power to you.