

Junior Telecommunications Technician (Core and Services)

This function will be integrated in **Network Operations & Support – for Core and Services** monitoring with the main goal to assure **1st Level support to Network Elements** and achieve high level of Network Availability, and Quality of Service for Core and Services.

Main responsibilities:

- To monitor network components for faults and fix/escalate as required;
- To comply with key fault management processes as outlined Process Manuals;
- To report network incidents handled;
- To attend on 24 hours x 7 days fault management rota pertaining at any time;
- To implement quality improvements as directed by Team Leader;
- To comply with Company / Network Operations governance including Performance Management;
- To operate and maintain Voice Core technologies for GSM, 3G, Voicemail, etc;
- To operate and maintain SMS and DATA technologies, including SMSC, Premium SMS, web text, corporate bind solutions, CGSNs and GPRS DNS;
- To operate and maintain Core Services technologies, including CCN, TSP, MMS & Interconnect, MSP & USSD;
- To ensure incident management;
- To ensure interface with other teams, in case of incidents, network change management, and other areas related with Network Operations and Support;
- To ensure all actions and escalations, internal or external, necessary in order to achieve service restoration, in case of faults;
- To participate in activities of testing and implementation of new software versions, for the network elements in scope.

Main requirements:

- University degree in Telecommunications or related fields and compatible professional experience (preferable);
- Less than 1 year experience in Core and Services operation & maintenance activities;
- Knowledge of Telco Network GSM, UMTS, LTECore (Voice & Packets), IP, Transmission, Product and Services network;
- Knowledge of ITIL Incident Management;
- Knowledge of Agile methodologies;
- Good communication skills;
- Ability to influence, negotiate, persuade internal and external parties;
- Capacity to works under pressure, Customer Orientation and Results driven;
- Fluency in Portuguese (preferable).

Location:

SEDE - LISBOA
Av. D. João II, Lt.1.04.01, Parque Nações
LISBOA 1998-017

Job Type: Full-time

Employment Type: Permanent

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