

Define your career:

Service Engineering Professional

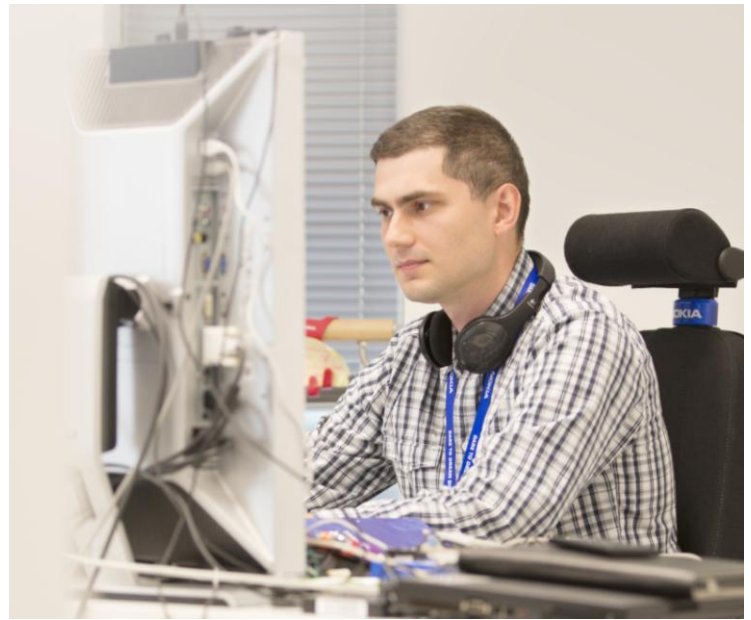
Country: the Netherlands

City: Hoofddorp

Job Field Area: Managed Services

Experience Required: 0 - 2 Years

Education Required: Technical Degree or equivalent



At Nokia, we're enabling a new type of network – a versatile, intelligent, reliable network that will become the seamless fabric of our connected lives. We're ready to meet the huge demand on network performance and access; the need to simplify, optimize, and automate the complex flow of data across the network; the need to transform the way networks, data, and technology not only connect us, but work for us intelligently, seamlessly to enrich our lives.

No other company is better positioned for leadership in the change: Nokia has always focused on serving human need. Today, more than ever before, it's our integrity, our values, and focus on the human possibilities of technology that set us apart – effortless, intuitive technology, designed to help people thrive all over the world.

General Purpose

- Ensure end-to-end compliance of a given service or applications with contracted or committed Service Levels.
- Monitor and deliver customer reports on service or application performance.
- Identify and address problems linked to service or application performance and proactively identify impact of changes on service or application performance.

Main Responsibility Area

- Resolves the TTs involved / escalated either by the network fault management teams, customer or vendor support organization.
- Resolves issues raised by the customer and provides solutions based on our products or 3rd party equipment.
- Develops / facilitates Root Cause Analysis documentation and reports to internal and external teams of the RCA findings
- Prepares / updates the work instructions, alarm guide and up-skills the SA and team members accordingly.
- Maintains customer relationship during integrations and troubleshooting phases.
- Establishes and executes preventative maintenance routines and analyzes results for proactive activities in order to prevent incidents.
- Coordinates and performs the configuration and integration of all the network elements, including the integration tests and ensures the consistency of the solution within the whole project.
- Maintains and tracks the evolution of the solution configuration/ integration along the project lifecycle.
- Performs re-parenting and migration of routes, including configuration databases.

- Prepares all the configuration required by the migration process, executes the procedures of migration, adjusts the new system into the old technical environment and performs software update based on vendor documentation and guideline.

Position Requirements

- Excellent interpersonal and communication skills
- Excellent conflict and problem solving skills
- Quick adaptability and stress management
- Ability to work independently and self-sufficiently
- Openness for new situation and changes
- Proactivity, eagerness to learn and “can do” mentality (entrepreneurial skill set desired)
- Flexibility and willingness to accept any extra work to complete task on time
- Implementation, execution and tracking of needed processes and procedures
- Understanding the general principles of telecommunications

Preferred (but not required)

- Understanding of IT infrastructure (Solaris, Red Hat, Oracle, MySQL)
- Knowledge of scripting, network configuration and troubleshooting
- Understanding of Infrastructure Technology & Telecom fundamentals
- Understanding of at least one of the following: IP, VoIP, device management and OSS
- Understanding voice and IP protocols (SIP, routing protocols, TR69)
- Familiar with ITIL foundation
- Familiar with test and implementation processes
- Preferred certification: CCNA, CCNP