

Job Description

Job Title: Professional Services Support Engineer	Reporting To: Local Project or General Manager
Functional Area: Professional Services	Location: Pune, India

Job Precis:

Provide technical support to the Level 1 field deployment teams responsible for the roll out of ip.access 3G/4G Small Cells in India. This is a key role for the successful and smooth delivery of the ip.access Small Cell service to a major Mobile Network Operator in India.

Accountabilities

- Provide remote technical support to the L1 field deployment teams used across India, responsible for rolling out a highly significant 3G/4G Small Cell service from ip.access
- Provisioning, Configuration and Troubleshooting of 3G/4G Small Cells and corresponding RAN and IT infrastructure
- Frequent reporting and following up on open issues along with engagement and collaboration with various teams across the business to resolve field issues
- Support a rolling shift/roster to enable daily, 7 days per week, morning till evening continuous support to the L1 field deployment teams

Role Requirements

- Good knowledge of Mobile Telecommunication systems (2G/ 3G/ LTE)
- Experience of hands-on IP networking and configuration is desirable
- Familiarity with Linux / Unix support and system / network administration and maintenance
- Lab testing experience desirable
- Background of working in Mobile Telecoms either in a carrier / operator, equipment vendor or systems integrator is considered an asset
- Experience of RF network planning/indoor optimisation is considered highly valuable
- Experience of core networks, MSC, SGSN/GGSN, EPC is considered highly valuable
- Experience of on-site installation, integration, configuration and testing
- Strong customer focus
- Strong problem solving skills - analysis / troubleshooting
- Very good written and verbal English language communications skills
- Possess a flexible approach to situations and new challenges
- Willing to demonstrate appropriate judgment, escalating issues as appropriate
- Ability to develop working relationships with Customer Services, System Test, Development and Customers
- Degree or higher qualification in a relevant engineering or science subject preferred

Competencies

Business Awareness:

Has a good understanding of telecommunications environment and mobile technology and is aware of new advances that are likely to affect the organisation. Understands the impact of their role within the wider context of ip.access strategic goals and objectives.

Communication:

Possess strong communication skills and is comfortable in discussing ideas and solutions with others in order to successfully resolve issues. Identifies relevant information, who to communicate it to and the appropriate means by which to do so. Can communicate effectively

with remote working teams.

Teamwork:

Is comfortable working within a matrix environment and contributes positively and effectively to team goals. Encourages collaborative team spirit and maintains team harmony even when under pressure.

Personal Accountability:

Is a self-starter, demonstrates a 'can-do' attitude and is able to adapt to new role requirements with ease.

Demonstrates self-drive, focus and a determination to succeed. Applies initiative when required and takes ownership for achievement of own activities.

High Standards & Integrity:

Sets and maintains high standards of delivery and performance for self, Department and the organisation. Demonstrates a strong attention to detail, combined with a thorough, and methodical approach.