Access Network Engineer

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Company: Huawei Telekomünikasyon Dış Ticaret Ltd

Location: Ankara

Category: other-general

- Handle customer tickets and preparing the solution implementation documents.

- Collecting, tracking and fixing the problems.

- Researching technical issue.

- Operate routine maintenance, testing, problem troubleshooting, software upgrade, providing technical support

- On-site support in case of major or critical problems

- Responsible for handling technical cases on ticket system and keep tracking these problems during the whole resolving process

- Focuses on routine maintenance, problem troubleshooting, software upgrade, Key event support, customer training, where you will be accountable for part of the solution and of the service process

- Customer Management Experience (Experience leading the projects)

- Access products E2E analysis and troubleshooting;

- Prepare the weekly/monthly report and present to customers;

- Available after hours and weekends as needed and willing to work on-call rotation

Available to travel domestic and international , work location is Ankara

Requirements

Engineering degree in Electronics or Computer Science or related field.

Advanced level of English is required.

Min. 2 years of experience in telecom industry especially in Access or Datacom Networks

Have the in-depth working knowledge of IP. (LAN/WAN network configuration & troubleshooting)

Basic understanding of GPON, IGMP, ARP, SNMP, ONT, Homegateway

CCIP/CCNP certificates or relevant certification, is preferred

Excellent interpersonal and communication skills, good team spirit, and adaptability.

Good problem solving, learning and reporting skills.

Good at all kinds of report making and presentation.

Good ability to diagnose network alerts, events or issues

Ability to work in a dynamic and heavy working environment.

Should be able to work as part of a project team or as an individual contributor

Essentially a Good Team Player

Ability to lead the team cooperation

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