

DevOps Service Engineer - Fixed CRM

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Company: Vodafone

Location: Istanbul

Category: other-general

Your dream job does exist.

Discover it at Vodafone!

Join our journey as we connect for a better future. Ready?

We are looking for a **DevOps Service Engineer - Fixed CRM**

First things first: Our Brand.

Here are the key behaviours that help us bring our Spirit and Purpose to life:

Earn customer loyalty: Small things do matter.

Experiment, learn fast: Just take the chance.

Create the future: That s possible.

Get it done, together: It s up to each of us to make it happen.

Here, everyone can feel free to be themselves and express their ideas.

We are proud to have the most flexible #hybrid way of working in Turkey.

Together with your team, you can decide which days to come to the office depending on your work requirements.

Another favorite: Meeting-free afternoons! Every Friday, arrival of the noon means we can start to take it easy: spend time working on our personal development or catching up with our team. We call this #CumaKafas (Friday mood :)).

And yes we are Agile! The world is constantly changing. And we cannot afford not to!

Our journey began by simplifying our organizational model and transforming into a more agile structure that now we use extensively, especially in our development processes.

Why is this role really critical to us?

We are looking for a IT Operation Senior Specialist in IT Fixed Customer&Online Service Operation Team to be responsible for successful ongoing operation, management of CRM environment and manage application servers that mostly critical business processes runs on an IT Operation Senior Specialist, you will work closely with the team and our stakeholders to build and deliver our process. You will be responsible for VFNET CRM applications and Service Desk applications and executing the ITIL process is also in your responsibilities

How will you spend your time at Vodafone?

- 7/24 Operational Support responsibilities
- Providing necessary operational solutions for IT service based management structure as operation specialist
- Discovering, Defining and analysing all IT actions on services
- End to end follow up of service such as accessibility, performance, prevention of customer complaints and deployments.
- ITIL process execution Responsibility
- System and Customer incident resolution
- Demand/Defect/Deployment management responsibility
- Attending and taking necessary actions for Internal and external audits for SOX, ISO and other audit types
- Internal customer relationship management responsibility
- Ownership of the product/service functionality to ensure it meets operational needs for performance management and reporting.
- Taking necessary actions for Performance management to ensure platform, hardware, application and content meets the specified end to end availability & performance levels.
- Ownership of capacity planning to secure availability and performance of the platforms against forecasted growth and demand.

You are just the person we ve been looking for, if you have:

- Good communication Skills
- Extensive problem solving skills and innovation
- Good Knowledge on Oracle and MSSQL Databases and PL-SQL

- Good knowledge on Postgres and Mongo DB
- Good knowledge of software development platforms and languages
- Good knowledge on Python
- Good knowledge on Unix and shell scripting
- Good Knowledge on IT Infrastructure (Server, IP, Oracle RAC)
- GSM network knowledge
- Good written and verbal in English
- At least 3 years experience.
- Coordination and organization ability, teamwork approach
- Associate or Degree in Computer, Electronics, Telecommunications, Management Information Systems, Mathematical, Programming, Industrial and related Information Technologies.
- Certificate of ITIL V4 is plus
- Certificate of COBIT 5 is plus
- Experience on ITIL Process

Get to know us

If you want to know more about us and what we do, then visit our website:

Instagram:

Youtube:

This role has a #Hybrid working model

Wait for it: Our benefits!

We like to keep them flexible:

Vflexy: Flexible Benefits Program

Hybrid working kit

Ergonomic kit allowance

Digital meal voucher

Flexible transportation allowance.

Employee assistance hotline & counselling

Comprehensive and flexible private health insurance

Discounted price deals for wide range of products & services

Plus, plenty more to enjoy!

#LI-Hybrid

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