

# Turkey Jobs Expertini®

## Fault Management 2nd Level Expert

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Company: Vodafone

Location: Istanbul

Category: other-general

### What you'll do

Your dream job does exist.

Discover it at Vodafone!

We are looking for a **Fault Management 2nd Level Expert**

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 #CumaKafası (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?**

Customer Fulfilment is responsible of the resolution for Vodafone German customers technical issues in home internet and TV area. Second level team detects, solves the technical issues with the help of systems and confirms the resolution with customers.

Customer Fulfilment second level expert

maintains and tracks the 2nd level management operations, develops ideas for improvement areas in

journeys, in order to deliver better 2nd level management to the customers.

### **How will you spend your time at Vodafone?**

- Detailed analysis and management-friendly structuring of technical causes of customer problems
- Leads the 2nd level team for Vodafone
- Responsible for applying strategical actions of Vodafone Germany
- Monitors the SLA's, defines and takes actions for improvement areas
- Collobrates with process and other operation teams for improvement of all strategical areas
- Manages the ticket volumes and budgets of 2nd level teams
- Creates new ideas for cost saving and efficiency
- Responsible for the resilliance of the project, creates unbreakable operations
- Ensures all team and vendors are working in scope of Vodafone Rules
- Represents Customer Fulfilment Turkiye & Germany in Vodafone EU Cluster and works in collobration with Vodafone opco's
- Sets KPI's and Reports scorecards of 2nd level operations
- Organizes periodic meetings and visits to 2nd level operations and tries to create areas of development with channels and follows the next processes of development.
- For technical support, searches for and detects areas of development and innovative applications for improvement of customer satisfaction and operational efficiency; triggers operational partners for the development of improvements and follows the realisation of the proposal
- Looks for continuous improvement opportunities

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

**Knowledge of specific areas**

Minimum 5 years Telecommunication experience

Experience in call center operations

Experience of level2 or level3 teams

Good knowledge of customer expectations

### **Professional skills**

Fluency in German

Fluency in English ( preferred)

Excellent problem solving and troubleshooting skills

Technical qualification in a network related subject and relevant accreditations from network supplier

Good management and organization skills

Good communication skills

Ability to handle stressful situations with a level-headed approach and make extensive use of available resources

Ability to communicate effectively with internal support staff and external customers and partners

Desire to learn and adapt to new technologies/services

### **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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