

Global Support Engineer – Mobile Data Network Turkiye

[Apply Now](#)

Company: Chronos Consulting

Location: Turkey

Category: other-general

Job Description

Our client is a global provider of intelligent mobile Internet solutions that enable operators to improve quality, reduce network operational expenses, and manage and monetize the mobile Internet.

Requirements:

Experience with customer-facing activities in an international environment

Knowledgeable in customer support processes, tooling, and troubleshooting

Knowledge in networking: TCP/IP, switching, routing – Must have

Experience with Linux/Unix-based systems – Must have

Experience in the mobile and Telco markets (working with telco providers) – advantage

Experience with load balancers – advantage

Knowledge of VM environments, NFV and SDN – advantage

Scripting knowledge (Perl/python/bash) – an advantage

Self-learning and self-motivated

Solve problems independently and creatively

Team player and capability working with cross-company teams abroad and in the HQ

High level of communication and reporting

Excellent communications skills in English (read and write)

Qualifications:

BSc/BA degree or equivalent work experience.

5+ years of experience as a customer support/services engineer

International work experience and cultural awareness an advantage

Experience with global support organizations working with support teams abroad

Responsibilities:

The Global Senior Support engineer is part of the Global Support and Maintenance group and handles the technical support of the company's products and solutions.

You will take ownership of customer issues reported and see problems through to resolution on-site or remotely, per need

Research, diagnose, troubleshoot, and identify solutions to resolve customer issues

Resolve time-critical deployment and production issues

Provide customer support, technical issues resolution, and improvements within the agreed SLA, on-site and remotely

Provide prompt and accurate feedback to customers

Ensure proper recording and closure of all issues

Prepare accurate and timely reports

Document knowledge in the form of knowledge base tech notes and articles

Participation in providing training to customers as required

Take part in the On-Call duty rotation

Requirements:

Experience with customer-facing activities in an international environment

Knowledgeable in customer support processes, tooling, and troubleshooting

Knowledge in networking: TCP/IP, switching, routing – Must

Experience with Linux/Unix-based systems – Must

Experience in the mobile and Telco markets (working with telco providers) – advantage

Experience with load balancers –advantage

Knowledge of VM environments, NFV, and SDN – advantage

Scripting knowledge (Perl/python/bash) – advantage

Self-learning and self-motivated

Solve problems independently and creatively

Team player and capability working with cross-company teams abroad and in the HQ

High level of communication and reporting

Excellent communications skills in English (read and write)

Qualifications:

BSc/BA degree or equivalent work experience.

5+ years of experience as a customer support/services engineer

International work experience and cultural awareness an advantage

Experience with global support organizations working with support teams abroad

[Apply Now](#)

Cross References and Citations:

1. [Global Support Engineer – Mobile Data Network TurkiyeInstrumentationjobs Jobs Turkey Instrumentationjobs ↗](#)
2. [Global Support Engineer – Mobile Data Network TurkiyeLisbonjobs Jobs Turkey Lisbonjobs ↗](#)
3. [Global Support Engineer – Mobile Data Network TurkiyeSocialnetworkingjobfinder Jobs Turkey Socialnetworkingjobfinder ↗](#)
4. [Global Support Engineer – Mobile Data Network TurkiyeEnforcementjobsJobs Turkey Enforcementjobs↗](#)
5. [Global Support Engineer – Mobile Data Network Turkiyedosjobs Jobs Turkey losjobs ↗](#)
6. [Global Support Engineer – Mobile Data Network TurkiyeMedicaljobsnearmeJobs Turkey Medicaljobsnearme↗](#)
7. [Global Support Engineer – Mobile Data Network TurkiyeOilandgasjobs Jobs Turkey Oilandgasjobs ↗](#)
8. [Global Support Engineer – Mobile Data Network TurkiyeOpenairmedia Jobs Turkey Openairmedia ↗](#)
9. [Global Support Engineer – Mobile Data Network TurkiyeSearchukjobs Jobs Turkey Searchukjobs ↗](#)
10. [Global Support Engineer – Mobile Data Network Turkiye ScrumjobsJobs Turkey Scrumjobs↗](#)
11. [Global Support Engineer – Mobile Data Network Turkiye Highestpayingjobs Jobs Turkey Highestpayingjobs ↗](#)
12. [Global Support Engineer – Mobile Data Network Turkiye Riyadhjobs Jobs Turkey Riyadhjobs ↗](#)

13. Global Support Engineer – Mobile Data Network Turkiye Shenzhenjobs Jobs Turkey Shenzhenjobs ↗
14. Global Support Engineer – Mobile Data Network Turkiye TeachingeducationJobs Turkey Teachingeducation ↗
15. Global Support Engineer – Mobile Data Network Turkiye Perhourjobs Jobs Turkey Perhourjobs ↗
16. Global Support Engineer – Mobile Data Network Turkiye SportsjobsJobs Turkey Sportsjobs ↗
17. Global Support Engineer – Mobile Data Network Turkiye Interiordesignjobs Jobs Turkey Interiordesignjobs ↗
18. Global Support Engineer – Mobile Data Network Turkiye Managerjobsnearme Jobs Turkey Managerjobsnearme ↗
19. Global support engineer – mobile data network turkiye Jobs Turkey ↗
20. AMP Version of Global support engineer – mobile data network turkiye ↗
21. Global support engineer – mobile data network turkiye Turkey Jobs ↗
22. Global support engineer – mobile data network turkiye JobsTurkey ↗
23. Global support engineer – mobile data network turkiye Job Search ↗
24. Global support engineer – mobile data network turkiye Search ↗
25. Global support engineer – mobile data network turkiye Find Jobs ↗

Source: <https://tr.expertini.com/jobs/job/global-support-engineer-mobile-data-network-turk-turkey-chronos-consulting-be35cb06f5/>

Generated on: 2024-05-02 by Expertini.Com