IMS Onsite Deployment & Support Engineer

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Company: Mavenir

Location: İstanbul

Category: other-general

Role Summary

Provides highly visible customer support through the performance of on-site installation, as well as overseeing any necessary diagnoses, troubleshooting, service, and repair of complex equipment and systems. Checks out and approves operational quality of system equipment. Instructs customers in the operation and maintenance of the system. Serves as company liaison with customer on administrative and technical matters for assigned projects. Interprets customers' needs and clarifies if the responsibility for problem resolution falls to sales personnel, customer support reps, or engineers. This job may include any aspect of field support, and is not limited to system hardware and software, PCs, and networking/wireless networking.

Key Responsibilities

- Experience in telecoms industry within a mission critical environment

- Excellent Knowledge of IMS solution is needed

- Strong knowledge in networking and TCP/IP based communication.

- Strong Knowledge in Virtualizations and NFVs.

- Previous experience in supporting Core products and mission critical systems.

- Good communication skills both written and verbal in the English language.

A strong desire to learn and keep on learning. Both from classroom instruction, mentoring and coaching from seniors and self-learning.

A strong, broad knowledge and understanding of Networking and how networks operate

Strong analytical and problem solving skills.

Ability to communicate technical information and concepts in a simple manner

Ability to remain calm, focused and able to prioritize tasks when working within a high pressurized environment.

Proactive approach with a can-do and will-do attitude at all times.

Flexibility to travel if required

Willingness to work in shifts if needed (15:00 – 23:00 Monday to Fridays several times per Quarter).

Job Requirements

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