

# Turkey Jobs Expertini®

## IT Customer Complaint Operations 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 **IT Customer Complaint Operations Expert**

First things first: Our Brand.

### Our Spirit, Our Way.

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?**

We are looking for a Process Manager in IT Customer Complaints Management Team with experience in designing, building and managing ITIL Process' to implement the best way to our process. You'll provide expert guidance to source and integrate structured and unstructured process.

- As an Incident Process Manager, you will work closely with the team and our stakeholders to build and deliver our process. You will be responsible for IT Incident Management Process and automations of incoming incidents.

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

- 7/24 Operational Support Incident Management Process
- Leading IT related customer incidents resolution processes
- End to end reporting responsibility about IT Customer & System Incidents and Service Requests.
- Attending and taking necessary actions for Internal and external audits for SOX, ISO and other audit types
- Maintenance and new development responsibility on IT Incident Dashboards/ Automations and servers.

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

#### **1. Technical Competencies:**

- Bachelor's degree in Computer Science or a related field.
- Good knowledge of IT Incident Processes, IT infrastructure, databases, and software systems for Mobile and Fixed infrastructures.
- Proficiency in incident management and CRM tools.
- Advanced skills in utilizing Microsoft Office applications for various tasks.
- Proficient in Excel for data analysis, chart creation, and reporting.
- Knowledge of data analysis and visualization tools (PowerBI, Tableau etc) is a plus.
- Proficiency in database query and SQL knowledge.
- Knowledge of software development platforms and languages

(PHP,Python,Javascript,HTML) is a plus.

## **2. Problem-Solving Skills:**

- Ability to quickly and effectively identify and resolve issues.
- Maintain composure in emergency situations and prioritize effectively.

## **3. Communication and Follow-up Skills:**

- Ability to communicate effectively within the team and stakeholders.
- Ability to articulate and escalate technical issues in a clear and understandable manner.
- Ability to track issues with stakeholders and lead resolution processes.

## **4. Incident Management Experience:**

- Experience in incident management processes.
- Competence in recording, reporting, and evaluating incidents.
- Certificate of ITIL V4 is plus
- Experienced in continuous improvement and process management.

## **5. Collaboration and Teamwork:**

- Ability to collaborate effectively with different teams.
- Coordination and solidarity within the team.

## **6. Additional Qualifications**

- Good written and verbal in English
- Military services must be completed for male candidates

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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