Mobile Network Quality Senior Expert

Apply Now

Company: Vodafone

Location: Istanbul

Category: other-general

Description

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 **Mobile Network Quality Senior Specialist**

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?

We are looking for a Network Quality teammate with the will and ambition to work in high performing environment. Vodafone is one of the biggest global Techco companies and you will also be able to have a chance to show your potential worldwide by working with our global stakeholders.

The role is responsible of making sure that Vodafone Mobile Network is performing at its best, with an End to End perspective, based on predefined SLAs, KPI targets and Regulatory thresholds. The role requires being responsible of detecting detoriations/degradations in RAN, Core and Transmission Network, starting and tracking necessary actions with related parties, correct escalations and follow up, and making sure that the issue is solved, on top of analytics and visualization activities to Technical teams, Group and Management.

How will you spend your time at Vodafone?

• Supporting the teams in NW to reach common Mobile NW Targets KPIs, and assuring the Mobile Quality team to report these KPIs on time, on purpose and with qualified data.

• KPI implemantation and reporting of Network (RAN, CS, PS and Transmission) KPIs between Vodafone Turkey, Vodafone global and BTK

• Driving/initiating implementation and sustainability of the necessary platforms, like PM tools, to deliver these reports and insights.

• Making sure that KPIs always meet the targets and keep on improving. Delivering actionable insights to improve network KPI values, finding service anomalies, detecting degradations in Network to "smell the problem"

• Supporting Group Audit Benchmarking Programme, by coordinating regional teams to get the best possible result, to deliver competitive insights to VF Networks, TR Network, and TR Business teams.

• Producing quality improvement initiatives with extensive use of different soruces of data, tools (counters, probes, CEM, Netperform, other crowdsource, SIGOS) and information.

• Correlating different domain KPIs anomalies to adress the main cause source and follow up on solution implementation. Correlating KPI and KQIs from different tools and directing related parties in correct way for follow up.

• Delivering impact analysis on network parametric and hardware changes, incidents, etc.

using different data tools and KPIs that effects network customer perception and network KPI targets.

• Being one of the main contacts for the Quality team to comment on tracked KPIs.

• Reporting to Regulatory Authorities based on predefined SLAs and methodologies, detecting any ciritical anomalies to impact these SLAs and to warn related parties.

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

• BS degree or higher in Telecommunications, Computer Science or relevant field ,

• Minimum of 5 years' experience in a Telco operator or vendor.

• Excellent skills of reading, writing and speaking in English.

• Knowledge of GSM, UMTS and LTE Radio network functionality and have understanding of Domains in Voice and Data. (Transmission-RAN-Core (CS and PS) and IP backbone)

• Ability to work with cross-functional teams and multiple simultaneous projects.

• Knowledge in network performance management and understanding of network measurement gathering and analysis.

• Knowledge of the data analysis through querying of relational databases. Statistics and mathematical background is necessary to interpret algorithms output results.

• Presentation skills to summarize findings in a right manner to the teams.

• Awareness of network optimisation techniques and processes

• Knowledge of Automation and Visualization platforms like Tableau, SAP BO.

• Awareness of 2G, 3G and 4G Core interfaces and its components and Service based interactions between nodes.

• Knowledge of crowdsource tools functionality and it's analysis is a Plus.

• Knowledge of autonomous test tools (like Sigos) functionality and it's analysis is a Plus.

• Knowledge of regulatory framework for mobile operations particularly in the Turkey environment is a plus.

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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