

Country: Portugal
City: Amadora
Building: Alfravip
Location Flexibility: None



NSN Job Family: Services / Case Handling Engineer

Education Required: Technical Degree or equivalent

NSN Job Discipline: Technical Support Services
Job Posting Telecommunications

Introduction for Job Posting:	<p>Global Services</p> <p>Nokia Siemens Networks' Global Services Business Unit employs 28,000 people delivering the highest quality of projects that enable our customers to enhance the efficiency of their networks. This includes the building, management and maintaining of our customer networks as well as network planning and optimization activities. Our unique and innovative global service delivery model brings together the best of global expertise and local insight from 150 countries around the world with a very high standard of service excellence.</p>
General Purpose:	<p>Plans and performs technical activities to service the customer and brings expertise to customer site on need basis.</p>
Main Responsibility Area:	<p>Plans and executes technical tasks requiring specialist skills in own professional area. Works independently with the responsibility for solving customer request cases and reporting according to processes. Identifies and solves technical problems. Shares knowledge in own professional area. May support areas by participating in emergency and 24/7 duty.</p>
Job Description:	<p>Main responsibility is case solving work and knowledge re-use management and working close with Care and BUTS organizations.</p> <p>Scope of the work depends on role assigned to an engineer as below :</p> <ul style="list-style-type: none"> • Acts as first point of contact for customer, receives and validates the case • Provides workaround or solves the case through Knowledge Re-Use • Supports implementation of preventive proposals • Dispatches the case to TSC • Manages customer communication on case level through the case lifecycle, supports Care Program Manager with case communication <p>As Emergency Support Engineer (ESE):</p> <ul style="list-style-type: none"> • Works on EMC Front End • Receives the EME case, assess severity and collects information and symptoms needed for technical analyses and activating emergency engineer on duty Rota • Leads the e2e restoration activities • Reports the incident progress throughout the case lifecycle • Ensures the EME case data and reporting quality <p>Knowledge Developer role :</p> <ul style="list-style-type: none"> • Actively contributes and shares knowledge and is a recognized contributor in his/her specialist area. • Approves solutions for internal publishing. <p>Carries out remote support activities:</p> <ul style="list-style-type: none"> • On-line SW Change Service, RAS usage, Preventive Care, Health checks (RHC), Expert Support, security alert & update where appropriate, periodical security assessment. <p>Local customer support: field activities (on request):</p> <ul style="list-style-type: none"> • Installation and/or commissioning and/or integration activities.

	<ul style="list-style-type: none"> • Network expansion activities. • SW maintenance activities such as SW change planning, On-line SW Change Service • Launch, trials and pilot projects support
Additional Requirements:	<p>Technical Skill:</p> <ul style="list-style-type: none"> • Specific system architecture • System interfaces & protocols • Trace & logfile analysis tools • Installation & commissioning • Measuring equipment (depending on the product line) <p>Additional: Ready to travel worldwide, good English (in spoken and written), ready to support EMCY on a 24/7 basis. Intercultural experience</p>

Reference: <http://www.nokiasiemensnetworks.com/>

Careers: <http://www.nokiasiemensnetworks.com/about-us/careers/search-for-a-new-job/find-your-career>

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