IT - Technology Lead , Network , Data networking Layer2 Protocols & Standards Job

Employer Name: Hire IT People LLC

SpiderID: 12454812

Location: Bethpage, NY, New York

Date Posted: 4/25/2022

Wage:

Category: Information Technology

Job Code:

Number Of Openings: 1

Job summary and Responsibilities:  
  
The Technical Solutions Engineer will be responsible for being the point of contact for escalated complaints and technical inconveniences of mobile services with the means to identify a solution for the same and satisfy the needs of the internal and external customers.  
  
Detect and analyze inconsistencies in internal systems that affect customers, in order to solve them.  
  
Analyze the recurrence of similar reported incidents in order to identify patterns and the possibility of emergency situations that might affect the services of the customers with the means of preventing them  
  
Provide first level support in the solution of assigned claims.  
  
Follow up with the specialized technical areas for coordination of solutions to opened cases and for complete and successful closing of such cases under the SLA defined  
  
Provide feedback to users about their cases and requests and give an estimated time for solution.  
  
Primary skills / experience:  
  
Service triaging and ticket management(Level 2 Engineer)  
  
Working knowledge of Mobile Network Architecture, platforms (HLR, HSS, MME, PGW, PCRF, GGSN, OCS, OTA, IMS).  
  
Working experience of packet capture tools like Wireshark  
  
Secondary skills / experience:  
  
Experience in monitoring tools like CACTI  
  
Have Basic SQL query knowledge  
  
Advanced working experience in Office Package (Excel, Powerpoint etc.)  
  
Experience in GUI Based systems like OCS,,  
  
Basic knowledge of Linux/Unix

Start Date:   
  
  
Position Type: Contractor  
  
  
Years of Experience Required:   
  
  
Education Required: None  
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: Sami Scott

Company:

East Brunchwick

New Jersey

08816

Web Site: