

Graduate Engineer Trainee – Job Description

About VOIS:

Vodafone Intelligent Solutions (VOIS) is a strategic arm of Vodafone Group Plc, for which it creates value by enhancing quality and efficiency of several processes in the IT/ ITes domain. Established in 2006, VOIS has evolved into a global, multi-functional organization that currently has centers across India, Egypt, Romania, and Hungary with over 23,000 professionals.

In 2009, VOIS started operating in India and now has established global delivery centers in Pune, Bengaluru, and Ahmedabad. With more than 12,000 employees, VOIS India supports global markets and group functions of Vodafone and delivers best-in-class customer experience through multi-functional services in the areas of Information Technology, Networks, Business Intelligence and Analytics, Digital Business Solutions (Robotics & AI), Commercial (Consumer & Enterprise), Finance, Supply Chain Operations and HR Shared Services.

Role: Graduate Engineer Trainee/Graduate Trainee

Candidate Profile:

- Consistent academics of more than 60 Percentile in 10th, 12th & Graduation.
- Good communication skills
- Strong analytical skills
- Applied thinking
- High energy and drive

Program Outline:

After on-boarding, GETs/ GTs are taken through a structured classroom training on the requisite technical and behavioral skills for first 45 days of their tenure

Post the formal training completion, GETs/ GTs are placed in service lines within the Technology VOIS India organization, where they start undergoing on the job training before subsequently getting absorbed in live project roles.

Project allocation is done primarily based on the business requirements (which also drive the type of technology training provided), along with individual trainees' aptitude, as well as their performance during formal training.

The roles that GET/GTs get to play on live projects could be in any of the following areas – *Application Operations, Application Development, Testing, Infrastructure Management, Security Operations*, etc.

Applications Operations:

- Solve day to day operation support issues. Responsible for Work instructions /SOPs, run books etc.
- Resolving incidents, problems and service requests including implementation of workarounds and change

- Performs health checks and troubleshooting activities to maintain the functioning state of the hardware and software systems, using the available tools
- End-to-end ownership of the incidents, communication between business and support teams; issue resolution
- End to End ticket ownership with a focus on improving user experience through first time resolution and timely response
- Continuous engagement with operations and support teams to understand the ongoing risks within the business and address it in timely manner
- Constantly challenge to review methodology to enhance delivery

Infrastructure Management:

- Technology team managing Cloud & IT infrastructure. Infrastructure software development for platforms.
- Administration & Troubleshooting of critical underlying IT Infrastructure such as servers, Storage, Database
- Configuration, Fine-tuning of IT systems
- Plan & implement Changes in the technology environment including Datacenters
- Performing Backup and Restoration of critical data in complex environment
- Schedule and monitor Services/Jobs

Testing:

- Analyze product/software specifications, create validation scenarios, and perform product/software validation
- Understand product road map and contribute to test strategy, planning and execution
- Support in preparing test data to enable validations
- Identify and report product/software issues/defects to ensure good customer experience
- Participate in peer reviews/discussion
- Utilize programming skills to automate processes and test
- Have attitude to learn new technologies and work with teams to perform Proof of Concepts

Application Development:

- Requirement analysis
- New development, maintenance, customization, and unit testing with provided framework and tools – within timelines and adhering to expected quality standards
- Adherence to Technical constraints and coding standards laid out by architecture design
- Work in Agile project teams, be part of industry favorite DevOps model
- Keeps up to date with industry developments, ensuring that best practice is adopted and seeks to increase efficiency and effectiveness
- Support test teams (integration and UAT) for defect fixes

Cyber Security:

- Implement and maintain security controls

- Identify and solve potential and actual security problems
- Assess the current situation, evaluating trends and anticipating security requirements
- Keep users informed by preparing performance reports, communicating system status
- Maintain quality service by following organization standards
- Maintain technical knowledge by attending educational workshops
- Contribute to team effort by accomplishing related results as needed

Networks:

- Graduate in Computer or electronics,
- Keen interest in developing career in and round data center technologies such as cloud, virtualization, Networking including switching and routing, firewall in design and support areas.
- Good communication skills, ready to work in 24 x 7 shifts if selected in operation areas.
- Ready to work in hybrid environment with base location Pune

Business Intelligence & Big Data Analytics:

- Develop, deploy, and maintain BI interfaces & applications using various BI tools
- Comprehensive knowledge of data management and data visualization
- Maintain & support of various BI environments & business applications
- Development of Data load / unload routines using BI utilities
- Managing performance, stability, and reliability of BI systems
- BI Reporting tools administration and support
- Publish daily / weekly / monthly status reports to users & IT stake holders