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Technical Support Engineer

Job description

Nokia invests in technologies important in a world where billions of devices are connected. We are focused on three businesses: network infrastructure software, hardware and services, which we offer through Nokia Networks; location intelligence, which we provide through HERE; and advanced technology development and licensing, which we pursue through Nokia Technologies. Each of these businesses is a leader in its respective field.   
   
Through Networks, Nokia is the world’s specialist in mobile broadband. From the first ever call on GSM, to the first call on LTE, we operate at the forefront of each generation of mobile technology. Our global experts invent the new capabilities our customers need in their networks. We provide the world’s most efficient mobile networks, the intelligence to maximize the value of those networks, and the services to make it all work seamlessly.

**General Purpose**  
Plans and performs technical activities to service the customer independently directly or through customer interface.

**Main Responsibility Area**  
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 activities that would need 24/7 availability.

**Position Description**  
Looking for a technical support engineer with a good knowledge of the Telecom domain and experience on next generation packet core networks, with a good overview of the customer support activities. Providing Product Line level technical support through FMO2.0 process for PaCo and Telco Cloud products. Handling support requests assigned via Resolve tool. Participating in special projects (e.g. Customer Pilots, New Product Introduction projects, Health Checks) and in troubleshooting activities which require remote or on-site support.

**Position Requirements**

* Knowledge of mobile Evolved Packet Core networks
* Familiar with Telco Cloud/IT virtualization
* Familiar with GPRS and 3G/4G networks and interfaces
* IP networks knowledge
* Willingness to travel and experience about customer projects is a plus
* Good troubleshooting skills
* Fluent in English (written and spoken)

**Personal Attributes:**

* Analytical and pro-active mindset and way of working
* Team working skills
* Flexibility
* Open communication
* Desire/ability to learn new things

Company Overview

Nokia Networks

As the world’s specialist in mobile broadband, we’ll help you enable your end users to do more than ever before with the world’s most efficient mobile networks, the intelligence to maximize their value and the services to make it all work together.  
  
From the first ever call on GSM, to the first call on LTE, **we operate at the forefront** of each generation of mobile technology. Our global experts invent the new capabilities you need in your networks. We provide the world’s **most efficient mobile networks**, the **intelligence to maximize the value** of those networks, and **the services to make it all work** together seamlessly. With an unswerving focus on **quality, efficiency and reliability** we help you meet your mobile customers’ demands for universal content and connectivity **more efficiently and effectively.**  
Together, we deliver the innovations in mobile technology that enable people and businesses everywhere **to do more than ever before**.  
As a mobile operator, you face challenges from many sides that put your mobile network and your business model **under extreme pressure.**  
  
By transforming your mobile network and your business, you’ll turn **your challenges into opportunities.**  
Working closely with you, **we deliver the products and services that will help drive your success** - today and tomorrow.

**You are kindly requested to apply through our internet site: http://careers.networks.nokia.com/ or by sending directly your CV to: anna.kagioglou@nokia.com**