

	<b>Job Description</b>
<b>Job position</b>	<b>Operador FTTH Nivel 1 / Soporte FTTH Nivel 1</b>
<b>Department</b>	<b>Operations</b>
<b>Reporting to</b>	<b>Line Manager</b>
<b>Role and Responsibilities</b>	<p>Position Main Functions:</p> <ul style="list-style-type: none"> <li>• 1. Support Helpdesk, FLM, External plant technicians or Client technicians during Incident Resolution when FO is not able to manage.</li> <li>• 2. Received and Process non Massive or Massive Network Incidents.</li> <li>• 3. Immediate 1st Level Resolution of Incidents</li> <li>• 4. TT Follow UP to FLM, External and Internal Plant, 3rd Operators, Service Providers</li> <li>• 5. Escalation to BO TEC for complex incidents</li> <li>• 6. Customer provision of the Network</li> <li>• 6.1. Follow up and control of the Provisioning Process, especially the ones related to semi-automatic processes that are complex enough to be followed by Helpdesk Network Team.</li> <li>• 6.2. Resolve the incidents of the Provisioning Process.</li> <li>• 6.3. Escalation to BO TEC, GMZ include, for complex incidents of the Provisioning Process.</li> <li>• 6.4. Configure of the Network to manual process with procedural documents already transfer to BO TAC</li> <li>• 6.5. Client installation technicians.</li> <li>• 7. Network provision.</li> <li>• 7.1. Configure or Un-configure the equipment of Network with procedural documents already transfer to BO TAC</li> <li>• 7.2. Tests with technician for accept the equipment.</li> <li>• 7.3. Configure of the Network with procedural documents already transfer to BO TAC</li> <li>• 7.4. Escalation to BO TEC, GMZ include, for complex incidents of the Network provision</li> <li>• 8. Change Management</li> <li>• 8.1. Schedule and Manage Maintenance Work on the Network</li> <li>• 8.2. Record Configuration Changes of the change of the Maintenance Network</li> <li>• 9. Execution of routine tasks proceeded by BO-TEC: BackUPs, preventive or Routine Maintenance</li> <li>• 10. Administration of the Failure Status Queries</li> </ul>
<b>Requirements</b>	<ul style="list-style-type: none"> <li>• FP2, Technical Engineer</li> <li>• Spanish Mandatory</li> <li>• English Desirable</li> </ul>

<b>(Education, Language skills, computer skills, etc...)</b>	<ul style="list-style-type: none"> <li>• Basic to Medium skill on FTTH Technology, deployment, configuration and operation</li> <li>• Proficiency using connections tools/protocols like Secure CRT, Putty, FTP (Filezilla)</li> <li>• Proficiency using MS Office Suite (Excel, Word)</li> <li>• Skills and Knowledge on Linux based systems desirable</li> <li>• Able to create technical procedures based on requirements</li> <li>• Basic Programming Skill desirable</li> <li>• Ability to communicate detailed technical aspects with ease</li> </ul>
<b>Experience (years and description)</b>	<b>2 - 4 Years</b>
<b>Skills (personal skills, behaviours, other)</b>	<ul style="list-style-type: none"> <li>• Ability to work under pressure</li> <li>• Availability to work in shifts on a rotation scheme</li> <li>• Team player</li> <li>• Proactive, go/look beyond the task at hand</li> <li>• Identification of areas for improvement in the process and proposed solutions</li> <li>• Resolute and practical</li> </ul>
<b>TERMS</b>	
<b>Work place</b>	<b>Alcobendas (Madrid)</b>
<b>Others requirements</b>	<b>Work in shifts (morning, afternoon, nights). 7x24</b>

Interesados enviar su CV por mail a [rebeca.arnaiz@zte.com.cn](mailto:rebeca.arnaiz@zte.com.cn)

Plazo: hasta 5 agosto 2021

