



Mavenir Job Description – Lead Technical Engineer / R&D – Ops
Location: Dallas, Texas

As a Lead Technical Engineer in the Americas Operations team, you will be responsible for providing on-going customer technical support requests coming from worldwide customers under the follow the sun support concept. This is primarily an onsite-based role, but may require other on-site visits. As an experienced engineer you will also be assisting and mentoring other team members. You will be reporting to the Operations Director.

Responsibilities:

- Respond to customer support requests, logging information in the call logging database and administer information as per the call handling and ticket escalation procedures.
- Provide subject matter expertise during on-site integration and customer demos.
- Provide responses and technical answers to customers and other team members regarding issues, workarounds and bug fixes. Provide recommendations on their implementation.
- Perform maintenance activities on Customer's systems during customer maintenance windows.
- Perform remote diagnostics and troubleshooting.
- Mentor and assist team members within the Operations Support team.
- Liaise with other teams (3rd line, R&D, hardware and third party software support teams) to ensure the timely resolution of customer technical issues.
- Produce system performance reports for customers and the Operations management.
- Carry a 24h pager for scheduled periods of time and travel to customer sites for emergencies.
- Provide Tier II/III support for Mavenir's wireless telecommunication products deployed in customers' live network
- Receive and resolve complex issues. Also manage escalations and provide root cause analysis
- Support customers and channel partners in the certification, production deployment planning, installation and integration phases
- Drive launch activities with customer/Mavenir operations team
- Provide ongoing support to customer through MOPs preparation/execution, upgrades, expansions and new deployments

Requirements:

CVs will be reviewed against this criteria:

List educational qualifications and experience in order of preference, e.g.

Essential:

- Bachelors of Science in CS or EE or equivalent experience with 5 years wireless application testing , deployment or support
- 5-7 years working experience in network troubleshooting, Unix, shell scripting and active analysis of IP/SIP/SS7/MAP/GSM/CDMA protocols preferred.
- Experience in dealing with customers in a front line support environment.
- Experience in supporting software or hardware solutions.

Education:

- Excellent verbal and written communication skills required
- Must be able to work under pressure.
- Must possess excellent time management, organizational and communication skills.

Special Features:

- Travel Requirement: < 20%

Personal Traits/Attributes

- Flexible attitude to working in a cross-functional and multicultural organization.
- Ability to plan, organize and prioritize.
- Motivated self-starter and able to work with minimal supervision.
- Customer oriented.

Interested in joining the team? Please send a cover letter and current CV/resume to us, quoting the vacancy Reference 70 at jobs@mavenir.com