

CellOne is seeking a proven leader to head our Business Solutions support team. The candidate must have significant experience supporting business accounts in the mobile telecommunications industry and a track record for delivering best in class customer service. As the position requires around the clock support of a very demanding customer base candidates must be capable of working independently and be flexible in terms of hours of work.

Duties and Responsibilities

- Manage the day to day activities of the Business Solutions Support Team ensuring that all service levels are met on a daily, weekly, monthly basis.
- Responsible for all billing inquiries, issues and disputes for all corporate clients.
- Ensure device inventory is accounted for and all POS processes are handled correctly by support staff.
- Monitor, recommend and implement improvements for all support team processes.
- Execute agreed communication procedures in the event of a network outage, service affecting issues, and maintenance windows.
- Respond to escalated support issues including roaming after hours support.
- Direct contact for call center support/roaming issues on a 24/7 basis.
- Analyze and optimize client accounts/rate plans on quarterly basis.
- Assist business development function with pre or post sales activities including new line activations, rate plan changes and device/service trouble-shooting.

Experience

- Minimum of 10 years experience in supervisory telecommunications support role, at least 5 of which should be in mobile wireless communications.
- Strong background in wireless billing systems, ideally Advantage 360.
- 5 years experience supporting Blackberry BES/BIS corporate accounts.
- Thorough understanding of GSM/CDMA/Wimax technology platforms.
- Experience in all forms of wireless service options e.g. postpaid, prepaid, broadband and M2M.
- Excellent communication, analytical and problem solving skills.
- Proven experience with smart phone and data devices including provisioning, troubleshooting and software updates for all versions of Android, iPhone and Blackberry models.

We offer an exciting and dynamic working environment along with a competitive compensation package. If you meet the essential requirements of the post, please forward your application form, resume, and cover letter to the Human Resources Manager by Friday July 13th, 2012.

Application forms can be downloaded from:
http://www.cellone.bm/about/aboutus_employment.html

CELLONE®

Business Solutions Support Manager

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