

# BE EXTRAORDINARY

Digicel



## Charging System Specialist

**Are you extraordinary?** Are you always looking ahead, seizing opportunities and creating a better future? If this describes you keep reading...

A Digicel employee is responsive, agile and caring. They push boundaries and are uncomfortable being comfortable. They question norms and they put their ideas into action. They care about their customers and they show it. That's why 11 million customers worldwide, including Bermuda, choose and trust Digicel.

**We are seeking an extraordinary Charging System Specialist.**

The Charging System Specialist will report to the CTO and will be responsible for the operation, maintenance and design of the Ericsson 3G Core Network to support the technical operations of the Bermuda network.

### The responsibilities will include:

- Commissioning, integrating, and troubleshooting of Ericsson 3G Core Network
- Technical support into customer networks
- Responsible for overall performance of the Core and Applications elements
- Supporting customer for end-to-end support
- Provide proactive maintenance service support and delivery
- Support change management service delivery
- Organize and participate in pilot and roll-out upgrades and patch installations
- Provide technical answers
- Share technical information and provide competence transfer
- Consult with customers regarding optimization, planning, feature activations, and other improvements
- Responsible for the operation, maintenance and design of the Ericsson 3G Core Network
- Maintenance & supervision of SLA's with vendors for all equipment
- Generate & submit Planned Works for service affecting network activity
- Provide Engineering Support to all other departments – GPRS-VANs, Marketing, NOC, IT and Customer Care as required
- Provide feedback on network performance as observed in day to day activities to relevant departments
- Keep accurate records of all network events and system configuration
- Follow through with fault resolution & closure of trouble tickets & CSR's

### The successful candidate will possess:

- BS Electronics Engineering, Computer Science, Electrical Engineering, Telecommunication or equivalent technical competence
- Proven 5+ experience and knowledge of Ericsson mobile 3G core networks and functionality of Charging System
- Highly experienced on Ericsson Charging System, interfaces and protocols
- Good knowledge on Ericsson RNC preferred
- Good troubleshooting skills especially
- Previous work experience in the role of technical support, customer service, SW roll-out/upgrade projects
- Strong Core Design & Integrations knowledge
- Excellent Project management skills
- Ability to work unsupervised and handle multiple priority assignments simultaneously
- Good team player with excellent communication and interpersonal skills.

**For more information, or to confidentially apply for this excellent opportunity, please contact:**

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**Closing date for applications: August 16, 2013**