

ngena stands for “Next Generation Enterprise Network Alliance”. We provide a central cloud platform that merges the local networks of our international telecommunication alliance partners into a single global Software-Defined Wide Area Network (SD-WAN).



## BSS / OSS Technical Support Expert (m/f/d)

Have you always dreamed of working for an international start-up company? Then take this next step into the future and join us as our new colleague for a full-time position in Frankfurt am Main.

### Your new job

- Initial analysis and troubleshooting of customer incidents and problems, including providing quick solutions
- You'll drive the Trouble-to-Solution lifecycle
- You'll engage with the customers to articulate the features and solutions, thereby working closely together with our Customer Care Experts
- Preparation of detailed reports on incidents for the customers and management (postmortem analysis)
- Identifying technical issues / risks and developing possible workarounds
- Providing technical guidance to the ngena customers
- Proactively identifying architectural gaps and addressing them to the architecture team

### Your assets

- You have successfully completed your university degree in computer science or a similar subject
- You've been working in technical support with telco service providers or hands-on tier-1 BSS/OSS solution providers for several years
- Experience in Customer Relationship Management (CRM) is a must
- You're experienced in end-to-end order orchestration and fulfillment (OSS) (ideally in Layer3 and/or IP order), as well as in jeopardy and fallback management
- The trouble-to-solution process is one of your expert topics on which you possess hands-on experience
- Working in customer technical support, troubleshooting of unfulfilled orders and/or orchestration errors is no problem for you
- You're experienced in working with ITSM workflow tools
- MPLS-VPN, Internet/Ethernet Services and/or SD-WAN experience would be a plus
- Communicating fluently in English is no problem for you
- You're a problem solver who loves to think analytically and is able to find workarounds even in the most complex situations
- You want to work and flourish in a multicultural team and enjoy working in an agile environment

### Your chance

An exciting, dynamic, international start-up environment awaits you with an open corporate culture of flat hierarchies. At ngena, responsibility will be in your hands from the very beginning. You will continuously grow both on the professional and personal front amongst a diverse team of more than 15 nationalities, varied age groups and a wide range of skill-sets. This fusion will prepare you for paving the world with ngena's leading SD-WAN technology.

If you are interested in this challenge, please send us your complete application including salary expectations and possible starting date via email to [myfuture@ngena.net](mailto:myfuture@ngena.net)