

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).



Process Designer / Expert for Business Support Systems (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

- End-to-end responsibility for one or more Customer-Centric End-to-End business process(es) such as: Request-to-Answer, Order-to-Payment, Usage-to-Payment
- Improvement of Business Support Systems (BSS) and processes
 - Designing and mapping the processes
 - Process standardization
- Managing the demands for process improvements (requirements management)
- Managing the adaptation of the SaaS IT-Systems in use (by working closely with our technology partners)
- Specification and steering of the implementation of new process & IT interfaces
- Manage and maintain process documentation
- Provide process awareness to internal and external stakeholders

Your assets

- You have successfully completed your university degree in business informatics, computer science or similar
- Several years of experience with process management and design for BSS
- You're experienced with CRM platforms and IT Service management tools
- You're familiar with ITIL, eTOM and TMF
- Lean Six Sigma knowledge is a plus
- You ideally come from a telco wholesale and/or consulting background
- Previous experience in a start-up company would be nice
- Self-initiative and a hands-on attitude are part of your personality, and you're flexible as well as target-driven
- You want to work and flourish in a multicultural environment
- Communicating fluently in English is no problem for you, and if you know some German or Polish - even better
- Available to travel occasionally

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