

# Take a chance



Vip mobile is a member of Telekom Austria Group, the leading mobile communication provider in South-Eastern Europe. Take the chance and join us in once-in-a-lifetime experience in a team where the talent and spirit of our people stand along with innovation leadership, outstanding customer orientation and cutting-edge technologies on a way to success. Become our:

## IT Business Support Systems Expert

We are looking for the candidates for following BSS domains: Billing, CRM, Online services, Contact Center, Provisioning, Mediation, EAI/middleware, MNP, Retail

### Principal Accountabilities & Responsibilities:

- Fully responsible for proper functioning of business support systems – BSS systems
- Gives support in demand management and business analysis processes
- Proactively resolve issues indicated by any non-typical behavior of the system
- Works as second level support for the business systems in the Incident/Problem/Change Management processes
- Organizes and carries through functional, E2E and Acceptance testing for the systems releases
- Deploys new systems, services or functionalities to production environment
- Monitors data and reports fraud, deviations and errors in business systems
- Optimize business systems for improved performance and operability
- Maintains system and configuration documentation
- Plan, organize and carry through end-user trainings on the functionality of the systems
- Produce reports ad-hoc and/or on a regular basis

### Qualifications:

- University Degree in Computer Science or other Technical study
- Knowledge in LINUX/UNIX (HPUX and Solaris) and shell scripting
- Advanced knowledge in RDBMS query languages: SQL Server, Oracle knowledge (SQL\*, PL/SQL)
- Experience with any of the following BSS systems: CRM, Online Services, Billing, Contact Center, Provisioning, EAI/middleware is preferred
- Experience with Java, XML, SOAP is preferred
- Experience in technical support role or software development is preferred
- Fluent in English

### Personal Attributes:

- Strong customer, service and quality orientation
- Strong analytical and conceptual skills and fast analytical thinking oriented to details
- Hands on approach
- Excellent communication and presentation skills
- Highly responsible, knows values like commitment and confidence

### What We Are Offering To The Best:

- Demanding, but also rewarding working environment
- Multiple challenges and development opportunities within Telekom Austria Group
- Unique spirit, energy and fun
- And much more

Join us, leave us your application on our website: [www.vipmobile.rs/karijera](http://www.vipmobile.rs/karijera) until September 26<sup>th</sup>, 2016.