

Position: Software Support Engineer
Duration: Full Time
Start Time: Immediate
Location: GOSB Teknopark, Gebze – Kocaeli - Turkey

About P.I.Works:

P.I.Works has been delivering network optimization and performance management solutions worldwide since 2005. Empowering wireless telecom operators around the world with the most innovative and efficient network performance management tools and services, P.I.Works specializes in an array of technologies covering GSM, EDGE, UMTS, HSPA and LTE. P.I.Works ensures the integrity of mobile communications by providing wireless telecom operators with the most cost-effective performance assurance solutions. From network monitoring to troubleshooting, whether in the radio or core networks, P.I.Works' optimization solutions help drive profitability, while lowering Capital Expenditure (CapEx) and Operating Expenditure (OpEx) for wireless telecom operators. One of Endeavor's High-Impact Entrepreneur Companies, P.I.Works is working with 16 operators in 11 countries. With PIWorks' KPI improvement guarantees, wireless telecom operators are rest assured that their mobile subscribers receive the best Quality of Service (QoS) and Quality of End-User Experience (QoE). P.I.Works is an active member of The European Telecommunications Standards Institute (ETSI) and The 3rd Generation Partnership Project (3GPP). Supported Vendors include Ericsson, Huawei, Nokia Siemens Networks, and ZTE.

The job will entail:

- Responds to support cases every day opened by customers
- Very good software skills in administrative and user level (some previous development experience is a plus although not a must)
- Skills in using issue tracking systems, such as Jira
- Administer and set-up Windows based systems (installation of windows servers, networking, VPN)
- Knowledgeable of computer HW
- Good database understanding and hands on experience of Oracle DB, at least in user level.
- Expertise on Unix systems – user level
- Operates on telecom management systems (previous experience is a plus)
- Communicates daily with the customers, which are telecom operators throughout the world
- Program corrections/enhancements to the PIWorks product lines
- Provide patches to clients as appropriate
- Verify customer issues in P.I.Works product lines
- Provide accurate problem descriptions, with all necessary support documentation for inter department triage of client issues
- Have good cross department communication and relationships
- Provide resolution of support issues by having a strong understanding of the P.I.Works product line
- Provide a knowledge base to internal and external customers on P.I.Works product lines
- Escalate issues as needed to Support Manager

Required qualifications:

- Diploma from the universities' 4 year programs, preferably related to computer, electronics or telecommunications
- Minimum 2 years of working experience, preferably in telecom industry and telecom management systems.
- Hands-on programming experience with .Net 3.5 framework, XML, C# and ASP.NET
- Hands-on experience with Oracle RDBMS and advanced SQL
- Experience with Windows 2003/2008 servers
- Attention to detail and strong problem solving skills
- Experience with various flavors of Unix, both as a user and shell script programmer
- Ability to work as part of a team to get resolution to client issues
- Enthusiastic team player and a positive thinker
- Self-motivated and customer centric
- Must be willing to learn (company working on new technologies)
- Excellent verbal skills in English
- Ability to travel internationally
- Military services completed (for Turkish applicants)