

The impact of your role at Ericsson

Start your career as 1st Level Operations professional. This job role is responsible for the coordination, support, management and execution of reactive maintenance activities to ensure that services provided to customers are continuously available and performing to the agreed levels.

You will be exposed and learn to handle:

- Event management activities
- Incident management activities
- Remote site access control
- Assurance support activities
- Basic troubleshooting activities

How your expertise will make the difference (Qualifications needed)

- Good level of English + French
- Minimum understanding of telecom architecture, IP networking, Cloud services and common protocols.
- Ability to prioritize and manage time efficiently
- Good interpersonal skills, excellent active listening skills.
- Analytical skills, continuous driving for improvement and progress.
- Logical approach to solving problems.
- Ability to rapidly assimilate new knowledge
- Willingness to learn and progress in a fast-paced environment.