NBU group is leading the Amdocs official Tier 3 and up solution for Telco operators. Its compact and agile solution brings high value with relatively low cost (compared to Amdocs’s full-size solution) and attracts many small-medium customers. The solution includes full life-cycle of customer experience: real-time charging, invoice, mediation, resource management and more.

**Job Description:**

- Solve complex technical issues with access to both broad and in-depth product knowledge in a 24x7 support team.
- Take responsibility for management of defect entry, tracking, and escalation.
- Work with the development team to research production system issues.
- Provide root cause analysis for installation and technical issues.
- Report software bugs and be an advocate for product improvement using customer suggestions.
- Develop specialized expertise by supporting Company products.
- Document your knowledge and share your experience as you contribute to the Knowledge Base.
- Ability to work closely with individuals at all levels of the customer’s organization, from engineering, to management.

**Education & Experience**

- Bachelor’s degree in Computer Science or related field or last year of degree
- Up to 1 year experience in C++. Can be from academic studies.
- Excellent troubleshooting, investigative, and communications skills.
- Hands-on experience with the installation, configuration, and/or operation of Telecom and billing equipment.
- Hands-on Linux experience.
- Familiarity with coding standards and methodologies.
- Advantage: Experience with C++ programming and/or scripting, SQL databases or network traffic monitoring.
- Experience with web services, WSDL, SOAP/XML - Advantage.
- Experience in WinForms (vb.net or c#, work will be in VB.NET) - Advantage
- Experience with one or more of the following Telephony Protocols: SS7, SMPP, Diameter or SIP - Advantage.
- Experience with Protocols Simulators (such as MGTS) - Advantage

[Link to submit resume: https://career012.successfactors.eu/sfcareer/jobreqcareer?jobId=16109&company=amdocs&username]