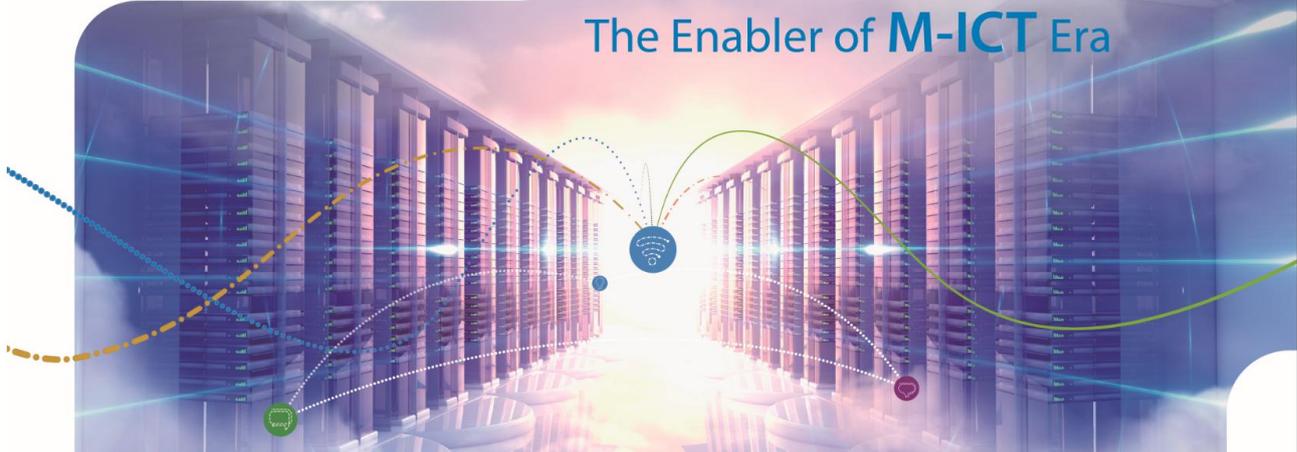


ZTE

The Enabler of M-ICT Era



As a world-leading provider of integrated ICT solutions, ZTE provides innovative technologies and product solutions for global telecommunications operators, government and enterprise customers, and consumers. Founded in 1985, the company has been listed in both the Hong Kong market and the Shenzhen market. Its business covers 160 countries and regions, serving more than 1/4 of the global population. It is committed to achieving the vision of "making communication and trust everywhere."

ZTE has complete end-to-end product lines and integrated solutions in the communications industry. Through a full range of wireless, wired, service, terminal products, and professional communications services, ZTE can flexibly meet the differentiated and rapid innovation requirements of different operators, government and enterprise customers worldwide. At present ZTE has fully served mainstream global operators and government and enterprise customers. ZTE insists on Build Stronger Core Competence, continuously enhances R&D investment and core competitiveness. By June 2021, ZTE had filed over 80000 patents worldwide and accumulated over the years 40000 patents worldwide. By June 2021, ZTE has filed over 4400 chip patents and has granted over 1,950 licenses.

Position: Junior Operation Engineer (m/w/d)

Location: Düsseldorf

Salary: to be negotiated

Start Date: Available starting Sep 1st

Position at first limited to 2 years

A new position as Junior Operation Engineer (m/w/d) has opened up in our Düsseldorf based After Sales team.

If you are a highly motivated team player, who wants to acquire new experiences in an international environment, this might be the perfect opportunity for you.

Which skills do you need?

1. A successfully completed university degree in computer science, telecommunications or equivalent;
2. Fluent German and English skills, both spoken and written;
3. Working experiences in telecommunication sector, especially in transmission network, is plus;
4. Proficiency in usage of computer and common applications is must, e.g Microsoft office packages;
5. Strong customer orientation, always putting customer's benefits first;
6. Acceptance of working during night or weekend in case of on-call mode, always be prepared for the ad-hoc incident/outage in the network;
7. ZTE will organize necessary training to increase your skills.

What will you be doing?

1. Taking care of daily Level-2 support of ZTE DWDM equipment (both commercial network and the elements in customer's test lab), including trouble shooting, analysis and resolution of performance degradation, customer complaints handling, configuration management etc.;

2. Interacting with customer's Level- 1 team(NOC) and Level-2(Back Office) organization, who will conduct the preliminary analysis of network incidents and will escalate to ZTE in case the incidents cannot be solved by customer's effort;
3. Load the new software patches or updates to the network elements, and conduct the necessary testing after the software rollout;
4. Supporting ZTE HQ, usually R&D team, in terms of communicating with customer's L-1 & L-2 team for collecting information, preparing the patches, explaining customer the workarounds etc.;
5. Behave as the technical bridge between ZTE HQ and customer, and support customer's operational staff in getting new knowledge, operational skills etc.;
6. Support ZTE HQ in documentation work, including translation of the document received from ZTE HQ to German or English depending on the requirements of the customer and verification of the documents translated by ZTE;
7. Preparing the reports on regular basis, including the performance report of network and fulfillment report of support tasks;
8. Working in ZTE office in Dusseldorf during the normal office time, and on-call mode after office time;
9. Regular travelling is not required, only occasional it might be needed (most probably to Hamburg and Munich).

This is an excellent opportunity for someone who is looking for their chance to work in an international environment in the technology field. If we have sparked your interest, please send your application, to:

hr.germany@zte.com.cn.