



Technical Support Engineer – OSS, Cramer, ASMS, Java

Join us... we are a culturally diverse global company looking for a **OSS Support Engineer**. The main objective of this role is to ensure that all support responsibilities are performed as per customer SLAs.

Delivery of operational support for the following production systems: Cramer Resource Manager (RM), Amdocs Service Management Suite (ASMS), Activation Manager (AAM) and others. Support local infra team with maintaining systems. Support customers Business and Testing team (questions-answers, investigations, knowledge transfer etc.) Analyze incidents and provide solutions or workarounds.

There is great **opportunity for growth at Amdocs** - Our customers are among the largest, most innovative communications companies in the world. As the market leader in customer experience systems innovation, we are always seeking top talent. Our passion for innovation, growth and providing an unmatched customer experience is sparked and sustained by hiring great people. We reward our employees with competitive compensation, flexible benefits, a retirement plan with company match and much more...

Glimpse of Responsibilities and Abilities

The primary responsibility for the day to day operational activities, act as the authority for deep-level technical and function knowledge of the input and output flows. Able to analyze the customer requests around the ICE systems. Perform implementation/configuration tasks for the systems

Troubleshoot implementation/configuration issues in production environment including support for other teams + Onsite testing team.

Preferences

- Ability to work under pressure.
- Customer facing capabilities, Professional appearance , Service oriented
- Good interpersonal skills: Explain facts, practices, and policies to external parties
- Resourceful, motivated, proactive
- Support multi tasks
- Able to work independently with general instructions
- Team player
- Service Oriented
- Quick learner - Learn and apply new material
- Strong analytical skills
- Ability to learn quickly and independently

- Strong communication skills
- Organize, precise and thorough
- Team player
- Work for matrix managers
- Work in a multi-cultural environment
- Knowledge in Amdocs OSS Cramer, ASMS or CRM products

Requirements

- SQL and PL/SQL
- Unix (AIX) and shell scripting
- Oracle
- Java, JEE
- XML
- WebSphere, JEE Clustering
- Customer facing experience – Imperative
- Degree in Computer Science/Information Systems or related experience
- Fluent in English and Spanish – nice to have

What is in it for you?

Personal Learning & Development - Continuous development process where the employee's competencies, potential, talents, knowledge, skills and self-fulfillment needs are proactively realized in line with the company's business needs.

Excellent Benefits - We achieve excellence daily and we reward those associates who make it possible. That's why we think it is important to provide premier benefits to eligible employees, spouses, dependents and domestic partners.

Community Outreach Programs - Amdocs recognizes that an integral part of being a successful company is to be a socially responsible corporate citizen. We strive to be actively involved in the communities where we live and work, and to contribute from our resources and talents to assist in a variety of community projects and initiatives.

Growth Opportunities - With over 16,000 employees in over 50 countries, you're sure to find a location that suits your lifestyle in a position just right for you.

Grow your future with us ... We are excited to talk with you about this opportunity.

APPLY TODAY!

An HR Representative will be contacting you personally if you meet our minimum qualifications. Thank you and we are looking forward to reviewing your application.