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# Example of Level Operations Job Description

Our company is searching for experienced candidates for the position of level operations. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for level operations

* And you will work with Billing operation
* Leading team technically
* French language capabilities are considered a plus
* Incident Correlation
* Incident management end to end
* Fault Diagnostics & troubleshooting
* And you will work with Customer directly
* Benchmark IT profiles in the market that can be used for the relative service to properly staff projects in terms of cost and competences for the required contract services
* Responsible for the financial & commercial performance of the customer services and technical leader and reference for the Contract service
* Contribute to P&L of the business dealing with single ADM contracts and frame agreement services

## Qualifications for level operations

* Surveillance Engineer is typically assigned to work with service quality surveillance / assurance Level 1 Operations activities in an operations organization
* Manage instructions & procedures
* Configuration and troubleshooting of BTS/ NodeB /eNodeB/RNC/BSC/SGSN/GGSN using specific vendor tools (boards, alarms, configuration script, E1 links and IP Iub’s)
* Want to meet customers face to face and solve their technical problems
* Broadcast knowledge is a advantage
* Knowledge of Managed Service operations practice