



About Huawei

Huawei is dedicated to innovating around the needs of our customers and continuously pushing the boundaries of ICT. We develop networks, solutions, and devices, serving one third of the world's population in over 170 countries and regions. We are connecting systems, businesses, cities, societies and people around the globe; improving efficiencies, transforming industries and ultimately creating better experiences for everyone.

At Huawei, we define human progress by innovations that enrich all humanity. We do not view connectivity as a privilege, but as a necessity. We believe that the impact of information and communications technology should be measured by how many people can benefit from it. We strive to engineer broadband technology to the highest standard, faster than ever, for everyone, everywhere.

Join us and together, we are building a Better Connected World.

Job Title: Service Desk Business Customer

Job location: Katowice, Poland // **Start date:** 2019-03-01

Responsibilities:

- Handling of Business Customer Complaints (24/7 Hotline)
 - Documentation of customer complaints/requests in ticket system
 - Handle tickets created by network monitoring unit
 - Communication with business customers in German language
- Pre-Check and 1st Level Troubleshooting
 - Monitoring and Analysis of CPE network alarms
 - Remote port and line measurements
 - Interface to 2nd level
- E2E Incident tracking
- Escalation management
- Reporting

Requirements:

- Language: Good German & English
- Experience in Service Desk and/or Call Center business
- Shift work 24/7

Contact info:

Please send your detailed resume/CV in English via E-Mail to dsrecruitment1@huawei.com indicating the position you apply for.

