

PERFORMANCE MANAGEMENT MANAGER

We are looking for a Performance Management Manager in Madrid. Our client is a leader telecommunications vendor.

JOB DESCRIPTION:

1. Will be working in one of our client's Business Unit and centralize/monitor operations in OpCos. Will be based in Madrid, and would short-term business trip to different country.
2. Will take the responsibility to coordinate necessary resources and to support the individual OpCo's in network operation activities and experience share between OpCos. The involved works are, interface with global, assist, monitor local network operation team of our client to ensure stable network for customer. Set up the operation process globally, share the best practices and lessons learnt, assist local project to analyze the risks.

RESPONSABILITIES:

1. Interface with customer, manage customer expectation and satisfaction.
2. Deeply involve into wireless performance improvement that customer asked and focused, attending necessary activities, like workshop.
3. Set up process for routine operation at global level.
4. Program management for wireless global FOA.
5. Assist to set up and improve operation ability.
6. Identify all risks and take all kinds of possible measure to avoid the risks.
7. Manage and monitor the engineering technical issues and push relative department or customer to resolve them.

POSITION OBJECTIVE:

1. Sort out top issues on time
2. Global customer satisfaction
3. Knowledge transfer at Global/local level

BASIC KNOWLEDGE:

3. University degree in Telecommunication or Electrical / Electronic Engineering or relevant working experience.
4. Very Good knowledge of wireless product performance, managed service and professional service.
5. Excellent English speaking

SPECIFIC KNOWLEDGE / PREVIOUS EXPERIENCES

1. At least 5 years working experience of taking in charge of network operation and wireless network performance management, GSM-BSS or UMTS-RAN network is appreciate.
2. Ability to properly communicate with customers, team member, other departments and partners.
3. Strong troubleshooting skills about wireless network.