

Welcome to Kleyer 90[®]

The Campus Kleyer.[®] complex, with “Kleyer 90” at the very heart of it, is Europe’s largest and most important network node for the interconnection of telecom and data communication networks. It is one of the world’s top telecom industry addresses and serves as a national and international hub for connections between regions, countries and continents.

As a registered trademark, “Kleyer 90” also stands for the unique product and service philosophy of ancotel GmbH at its headquarters in Frankfurt am Main. ancotel is also globally active, with representation in London, Hong Kong and New York.

“Kleyer 90” serves as the ideal marketplace for carriers, Internet service providers, broadcasters and public institutions to develop their forward-looking businesses.

Expertise and good services are the key to success in a service society. The most important asset of our ever-growing company is its more than 90 highly motivated and committed employees who, between them, speak more than 20 different native languages.

ancotel has been operating its vconnect.[®] networks concept since 2004. It was a pioneer in the field of platform services back then and is now second to none in Europe in the field of virtual interconnection. More than 400 renowned international carriers and service providers make use of the vconnect.[®] networks concept for their business activities.

We are currently looking for the following for our Carrier Support team:

Service & Support Engineer (m/f)

As a Service & Support Engineer (m/f) within the Carrier Support team, you will serve as an important link to our clients. You will

- Be the clients’ first port of call in the event of an alarm, seeing to fault location and fault diagnosis
- Be responsible for logging malfunctions and service requests in the various product areas covered by ancotel’s managed services
- Be responsible for logging and handling malfunctions relating to electrical and optical cable links
- Play an active part in coordination and troubleshooting
- Provide second-level support in close conjunction with the ancotel Ethernet and SDH/PDH network engineering teams
- Set up equivalent networks if necessary
- Document all service requests using the appropriate trouble ticket systems
- Make sure we meet the service obligations stipulated in the ancotel SLAs
- Assist with the installation of software and hardware such as servers, switches, routers and other network components

- Process customer enquiries over the phone and by e-mail

You will need specific skills and characteristics to perform these tasks, such as:

- Knowledge of processing reports using a trouble ticket system
- Experience with copper cable and fibre-optic cable media/transmission media
- A wealth of experience with digital measuring equipment for SDH/PDH and Ethernet technologies and their protocols
- The ability to grasp and analyse complex issues quickly
- Not losing sight of the targets you are set and being assertive
- Reliable communication skills, allowing you to confidently and convincingly interact with our international client base
- Excellent team skills, commitment and a customer-oriented and friendly manner
- Excellent spoken and written English and German. Knowledge of Russian would also be advantageous
- A qualification in engineering in one of the telecommunication fields
- Keenness to apply your sound technical expertise and your career experience to a young and innovative environment
- Willingness to be on call and work shifts

We hope we have succeeded in whetting your appetite with this job advertisement. We look forward to giving the chosen candidates the opportunity to present themselves, their skills and their ideas in an interview.

Please apply in writing to:

ancotel GmbH
Human Resources
Kleyerstraße 88-90
60326 Frankfurt am Main
Germany

We are also happy to receive applications by e-mail to jobs@ancotel.de

Interested? For more information about ancotel, please go to www.ancotel.com