

JOB DESCRIPTION

TITLE: SOFTWARE SUPPORT ENGINEER

Level: Intermediate

Company: MobiNetS, s.a.l.

Location: Tripoli, Lebanon

1 CORE MISSION

- Act as a *Support* engineer (level 1, 2, and 3) for GEMALTO and MobiNetS solutions.
- Maintain custom products (*develop* patches and enhancements).
- Play the role of software *Integrator*: Install, test and deploy patches or new custom solutions at customers' premises or remotely.

2 MAIN RESPONSIBILITIES

- Provide **support** for existing Gemalto smart card solutions and/or MobiNetS solutions. Support activities ranges from level 1 (answering calls/emails), level 2 (identifying the problem), to level 3 (proposing and implementing solution). Support is typically done remotely from MobiNetS offices but may require physical presence at customer site in special cases.
- **Develop** new patches/software components or customize existing software modules (mainly in Java/J2EE) as needed. The engineer will get involved in all software project phases including requirement gathering, software analysis and design, coding, testing and all their related documentation (e.g. functional requirement specification, software requirement specification, software design specification, validation and acceptance test plans, installation/user manual).
- Install, **integrate** and test the global (end to end) solution or a specific patch at the customer premises or remotely.

3 QUALIFICATIONS

- **Education:** B.Sc. in Computer Engineering, Computer Science or related program.
- **Technical skills required:**
 1. At least 2-year experience in customer support for large scale software systems
 2. At least 1-year experience in software development in Java (or C++).
 3. At least 1-year experience in software integration
 4. At least 1-year experience in UNIX (HP or SUN or LINUX) system administration and scripting.
 5. Experience in system administration of the following: IP networks, database systems (Oracle), Apache Web Server, BEA WebLogic, and monitoring systems.
- **Technical skills considered as a big plus:**
 1. Telecom infrastructure knowledge: SMSC, billing systems, GSM standards (03.40, 03.48 and others), SIM cards, JavaCard.
 2. Working experience in J2EE environment, JSP/Servlets, HTML/Javascript.

4 COMPETENCIES

- Excellent communication skills in **English** (French is a plus)
- Good Team player
- Ability to learn quickly and work hard
- Good **problem solving** skills
- Self-disciplined, organized and proactive
- Willing to travel for short missions abroad

5 ABOUT MOBINET

- **MobiNetS** is an international company operating out of Lebanon & France. It provides software **solutions & services** to mobile operators allowing them to optimize their network environment and improve their **network planning, capacity and Quality of Service**. *MobiNetS* has also extended its business activity to value-added services (VAS) by working in collaboration with [Gemalto](#) (World leader in Smart card & SIM with VAS solutions) for deployment and support of VAS platforms (e.g. dynamic browsing, remote service management platforms ...).
- **MobiNetS**, an innovative company and great place to work, offers **excellent career growth opportunities and a comprehensive compensation package** including competitive salaries (rate depends on experience), bonuses based on individual and company performances, employee subscription to Lebanese CNSS (Daman), transportation/travel allowance and more.

To apply, or for more information, send your resume and cover letter to:
jobs@mobinets.com