



## Job Details

**Reports to: Provisioning Exceptions & Porting Support Manager**

**Title: Mobile Porting Support Specialist**

**Location: Limerick/Goldenbridge**

**Duration: Permanent**

## About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

## About the Role:

You will be joining the Porting Support team who manage & monitor our mobile customer ports & orders. You will be responsible for undertaking all activities in relation to E2E Mobile Service Fulfilment by ensuring you manage any porting exceptions/rejects or order errors. Most importantly, the role encompasses root cause analysis of system or performance issues and providing timely and relevant feedback to all stakeholders on progress with systems changes/improvements. We have recently launched our Mobile offering in Ireland so you will be joining an expanding area of the business as we support the growth in Mobile Service Fulfilment & Mobile Porting.

## Specific Tasks/ Duties:

- Assists all front line agents throughout the business to resolve any customer impacting issues in relation to Mobile Order & Port Fulfilment
- Monitors daily queues and resolve errors
- Becomes a product and / or functional expert on Derby Architecture, OSS & BSS systems (including Cspire, ASAP, Vitria, Capacity Requestor, Clarify, AMDOCS, OFF, Resource Manager)
- Evaluates errors and exceptions and if necessary escalates incidents to various support teams
- Drive root cause analysis of issues
- Identify and provide recommendations to improve performance, simplify process and support a reduction in customer churn
- Works closely with Corporate support teams in the Incident & Problem management processes

- Prepares change requests and business cases as appropriate for system enhancements, discussing same with all relevant stakeholders in the business, to increase First Time Resolution & reduce average Handling Times
- Assists (if required) with UAT and Business Validation of patch or adhoc releases for the Fixed & Mobile Architecture
- Works on operations development projects with other departmental personnel as may be required from time to time
- Ability to prioritise workloads in fast moving challenging environment
- Involvement in internal, external & cross department projects
- Additional tasks related to Field Operations performance may be specified to this role as required
- Additional tasks relevant to the role as identified by the Team Leader or Manager

## The Person:

### Essential

- Minimum 1 year experience within a Telco
- High level of attention to detail and the ability to work under pressure to achieve tight deadlines
- Highly numerate and analytical
- Excellent communicator, with the ability to influence across all levels of the organisation
- Dynamic person who can work on their own initiative
- Ability to deliver on set objectives
- Ability to work effectively both independently and as a part of a multi-functional team and can drive results through relationships with other people, stakeholders and partners
- Strong computer skills including the MS Office suite of tools

### Desirable

- 3rd level Qualification - Technical or other relevant third level qualification
- Previous Mobile Experience on AMDOCS

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension and of course, discounts on our fantastic mobile, broadband and cable.

Ready to TURN IT ON? Apply [jobs@virginmedia.ie](mailto:jobs@virginmedia.ie)

Not your ideal job? Visit our career page to view all of our other open vacancies; <http://www.virginmedia.ie/careers>

Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.