BSS Analyst

Function type:	Freelance - Vast	**Location:**	Brussel
Duration:	Longterm	**Reference:**	201907776

Description:

Mission:

As part of a BSS/OSS transformation program, implementing Zsmart suite from ZTE soft, the BSS Analyst will be in charge of the following tasks:

- Review the end-2-end architecture (BSS OSS Network) with a focus on the BSS domain, for one or more of these processes :
o Fixed/Mobile Product Catalog
o Customer Management
o Shop Management
o Mediation (retailed and wholesale)
o Charging and Rating (offline & online), Account Balance
o Wholesale Billing, Wholesale management
o Invoicing, Account management and Collection
o End-2-End ticketing (Customer Network)
o Service assurance
o Fullfillment
- Analyze the as-is situation and understand the proposed to-be scenarios within ZTE solution.
- Participate to HLD sessions with ZTE Team
- Read and validate HLD and LLD documents, provided by ZTE Team
- Write HLD & LLD documents (including data flows, data model, web services, etc.) to be provided to developers (internal staff or external supplier) for legacy and third parties system components
- Follow up the implementation of the solution
- Write test cases
- Participate to testing (functional and technical)
- Prepare and contribute in workshops with vendor in order to convey business requirements and find pragmatic solutions;
- Interact with various business departments representatives in order to understand and collect their business requirements and constraints;

Requirements:

Required technical skills and experiences:

- 5+ years of experience in Telco business with both fixed and mobile domain experience. Experience in the Telco Service Provider (aka Operator) side is required.

- Designed one or more application integrations between OSS and BSS (e.g. Network inventory and CRM, Network ticketing and Customer ticketing, WorkForce Management and CRM, CRM and Resource provisioning/activation platform, etc.), involving a
middleware.
- Translation of business requirements into technical specifications
- Thorough knowledge of TM Forum standards (eTOM/SID/TAM)
- Experience with multi channels sales and support processes.
- Experience with Web services (SOAP, REST) and integration project.
- Experience with Vendor such as ZTE, HUAWEI, and proven record in multi cultural communication and environment;
- Understanding of corporate organizations;

Required soft skills :
- Analytical mind
- Autonomy and Organization
- Team spirit
- Leadership
- Very good communication skills
- Experience with multicultural environments ;
- Solution mindset

Fluent in French & English (written and spoken)

Start: 2019-01-14 23:00:00