

The mission of Mwingz, as a Joint Venture between Orange and Proximus, is to power the first shared mobile network in the best and most efficient way. We are the Magic WINGZ for Orange and Proximus making society fly.

Within Mwingz, we make every effort to be a "great place to work" for our approximately 240 colleagues. In our diverse and caring organization, you can use your talents to the full, develop yourself further and you will find yourself in a culture where you can recharge together with colleagues, and be genuinely proud of our common goal of value creation for our clients.

We offer a flexible and easily accessible working environment in the heart of Brussels, with an attractive remuneration package and numerous contemporary and personalized benefits.

We currently have an open position as **OPERATIONS SPECIALIST**.  
This vacancy concerns a job directly reporting to the **Head of Operations**.

### **Your Mission**

As an Operations Specialist, you define, steer, challenge and monitor all network interventions (operational and maintenance) and you ensure its improvement and development in order to guarantee the provisioning of a qualitative network to internal and external customers. More specifically, you will play a crucial role in managing the Operations & Maintenance (O&M) services for Nokia Smartnodes and Femtos.

### **In this function, you will act as**

- 'Radio access lead expert' : being the technical reference for interventions on the Radio Access Network, defining the strategy for managing operations and maintenance on the network and leading the continuous improvement of the network, including process descriptions and implementation at partners level.
- 'Field operations expert' : being the technical reference for customers and partners, steering, managing and monitoring the budget, controlling interventions in the field and taking part in continuous improvement of installations.
- 'Incident manager' : being the reference point of contact for all incidents occurring on the network, ensuring that problems are resolved with partners, defining and monitoring KPI's, SLA's and the recurrence of incidents, and participating in the continuous improvement of installations, including potential improvement plan definitions and follow-up.
- 'Partner manager' : being the point of reference both internally and externally for all outsourced services (supervision, curative and preventive maintenance, etc.), managing and monitoring the budget and contributing to the definition of contracts as well as monitoring and ensuring that outsourced work is carried out in accordance with the terms of the contracts.
- 'Remote support' : being a reference point of contact both internally and externally for the implementation and maintenance of systems (OSS, network elements, etc.) in order to guarantee network quality and availability while complying with security standards.
- 'Change Manager' : being the reference point of contact for changes initiated by internal and/or external third parties and defining, applying and promoting the change management process for the various elements introduced into the Radio Access Network

### **Besides this you will**

- keep constantly abreast and anticipate on developments in the market, in order to maintain your credibility through a service that is constantly based on up-to-date knowledge.
- contribute actively in the various projects related to your area in order to provide your expertise and defend your point of view in the management of the network and thus guarantee the highest quality of the network.

### **You will have frequent interactions with**

- Our clients, Orange and Proximus
- Nokia for Level 3 support

- Service partners (GNOC and PXS FLM) for level 2 technical support
- Other MWingz teams

**Qualifications:**

- Master in Telecommunications with at least 5 years experience
- Excellent communication and interpersonal skills.
- Strong problem-solving and analytical skills.
- Ability to manage multiple projects simultaneously and meet deadlines.
- Ability to work collaboratively with cross-functional teams.

**How to Apply:** If you are passionate about the Radio Access Network and you have the skills and experience we are looking for, we would love to hear from you. Please submit your resume and a cover letter outlining your qualifications and experience to [human.resources@mwingz.be](mailto:human.resources@mwingz.be).