

## **Service Transition Specialist (M/F)**

**Location: Turin**

### **Main purpose of job**

The technical role is in the Service Transition and Testing team, within Ground Segment Engineering function (Networking, Systems, Monitoring, Service Transition and Testing).

The Service Transition specialist supports the Service Transition Manager in the coordination and planning of Ground Segment Engineering teams activities and coordination of other Skylogic teams and external suppliers activities, adopting established Company processes. The Service Transition specialist is also in charge of implementing configurations for new product/service and executing tests for products or new software releases validation.

### **Responsibilities**

- To coordinate activities of change requests for the implementation or feasibility analysis of new products/services ensuring complete requirements gathering and timely progress of activities by managing blocking points and delivery;
- To implement configurations of task in charge of STT team (e.g. OSS product configurations, IP addressing definition, etc);
- Acting as Project Assistant/Project manager supporting/ensuring accurate project planning, respect of project milestones, appropriate production of project documentation, correct escalation levels to the Team Leader and/or Program Manager;
- Supporting coordination of all testing activities, verifying that appropriate tests are executed to quality assure releases and implementations;
- Preparing test plans and execute test, identifying and addressing errors and validating test results;
- Supporting adoption and control of Change Management process, performing periodic internal auditing of RFC coordinated by all Skylogic teams, reporting non conformities, helping workmates with process and tools understanding, proposing process/tools optimizations and improvements;
- Following established company policies and procedures throughout the transition phase;
- Supporting the STT team in the definition and maintenance of the team service requests catalogue;
- To contribute to the production, maintenance and organization of STT team internal documentation and procedures.

### **Requirements**

- Graduate degree in Engineering of Telecommunication, Computer Science (and/or related fields) or Engineering Management with a telecommunication background;
- Project Management skills (Prince2 or PMP certifications is a plus);
- Willingness to work in a technical management role;
- Previous experience in networking and/or application testing (ISTQB or any other testing certification is a plus);
- Familiarity with ITSM tools and ITIL processes (ITIL certifications is a plus);
- General knowledge of networking and MPLS networks;

#### **Skylogic S.p.A. Unipersonale**

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- Knowledge of Unix/Linux and Windows environments and familiarity with data center environments;
- General Knowledge of satellite communication principles and infrastructure;
- Fluent in both English and Italian (French is a plus);
- Exceptional organizational and planning skills;
- Ability to effectively coordinate multiple, concurrent activities, while understanding and managing dependencies and risks;
- Excellent written, oral, and interpersonal communication skills;
- Ability to work in an environment with evolving requirements and dynamic schedules;
- Accountable and capable of understanding and put into practice the correct level of autonomy;
- Proactive and with a pioneering spirit, willing to propose improvements and optimization to established procedures and tools.

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