Cisco Support Center in Krakow

To understand the available capabilities and resources offered in particular countries, Cisco continuously evaluates potential sites for support operations around the world. As part of these activities, Cisco is planning to establish a center in Krakow, Poland, to support customers across its Europe, Middle East, Africa, and Russia (EMEA) region and beyond. This Cisco Support Center will complement existing locations in providing services to internal and external stakeholders across multiple functional groups, including Cisco Services, Finance, Operations, and others.

Company

Founded in 1984 by two computer scientists at Stanford University, California, Cisco has been pioneering the Internet Protocol-based (IP) network solutions that make up the Internet. Cisco supports not just the technology itself, but what the Internet can do to change the way people work, live, play, and learn.

John Chambers, Cisco president and chief executive officer (CEO), has made customer focus an essential part of the company’s policy. “Customer success and satisfaction are at the heart of Cisco’s business strategy and key drivers of our current and future success,” he says.

Cisco sales teams are committed to giving the best value to customers and partners, through tailored, differentiated sales and services. Cisco sells products directly to customers, uses an extensive partner network, and provides award-winning technical support.

Cisco was founded on a culture of ethical principles, with values of open communication, empowerment, trust, integrity, and corporate philanthropy. Cisco employees live and work by these values today.


Cisco as an Employer

Cisco is a stable, financially secure company, with a substantial and sustainable record of profitable growth derived from leading-edge products and services. It has a globally recognized brand and image, and is a Fortune Magazine “most admired” company.

Cisco has an unrivalled record of commitment to diversity and inclusion, corporate citizenship, and ethical practice and is rated by its employees for inclusion in Fortune Magazine’s “Top 100 Companies in the World” for which to work. The company is known for helping people develop long-term international careers, and has market-leading products and solutions that touch our everyday lives.

Powered by Cisco, technology and innovation are changing the way that people around the world work, live, play, and learn:

- People are receiving faster medical care, thanks to networks that unite voice, video, data, and healthcare systems
- Cisco wireless communications solutions and security technologies allow people to work more flexibly and securely
- Advanced communications systems in ambulances are transmitting information to hospitals, speeding the provision of care to patients
- People are communicating and accessing the Internet beyond the boundaries of corporate networks, knowing they are protected
Cisco Culture

Cisco has a flexible culture of empowerment, teamwork, giving back to the community, and focusing on customer success. Cisco hires the best people in their field and brings them together in an environment designed to help everyone achieve success. Your colleagues will inspire, challenge and support you; you will learn from them and they will learn from you.

Opportunities

Some of the initial opportunities in the Cisco Support Center are in the Cisco Advanced Services organization.

Advanced Services is a worldwide organization within Cisco Services. It helps customers achieve a highly secure, high-performance network with high availability, while reducing their Total Cost of Ownership (TCO). The foundation for Advanced Services is a network lifecycle model based on six basic phases: prepare, plan, design, implement, operate, and optimize.

As Cisco evolved a more comprehensive Advanced Technologies portfolio and moved into additional customer segments, Cisco service offerings and business model also evolved. Instead of creating a broad systems integration practice, Cisco chose to evolve its portfolio and business model with Advanced Services. This evolution of the services portfolio has been built using a Lifecycle Services methodology, a repeatable and scalable process that can be used by both Cisco and its partners.

This Lifecycle Services approach covers the network lifecycle stages (prepare, plan, design, implement, operate, and optimize), and is tailored for each Advanced Technology. The approach focuses on specific methodologies and practices needed at each stage, to support the evolution of a traditional network to an intelligent business system.

Collaboration Services:

Cisco Collaboration Services provide complete lifecycle support through a service portfolio. These services are designed to address solution areas for customers, such as IP Telephony, Customer Collaboration or Contact Center, Business Video and Collaboration as a Service, and Cisco WebEx. These services are based on proven methodologies for planning, designing, implementing, operating, and optimizing a wide array of collaboration solutions, technologies, and strategies.

The Cisco vision for collaboration is that Cisco wants to be a strategic partner for its customers in enhancing the productivity of employees and companies, using collaboration technology tools.

The Cisco Lifecycle Services Approach

- **Prepare**
  - Develop a business case for a technology investment
- **Plan**
  - Assess readiness to support proposed solution
- **Operate**
  - Maintain network health through day to day operations
- **Design**
  - Create a detailed design to address business and technical requirements
- **Implement**
  - Deploy new technology
- **Optimize**
  - Achieve operational excellence through ongoing improvements
The Cisco Collaboration Services Vision

**Cisco Unified Communications:** Cisco has an industry-leading suite of Unified Communication technologies that include Cisco Unified Communications Manager, Cisco Unified Presence, and voicemail solutions. This set of products and services allow customers to gain a high Return on Investment (ROI) by consolidating voice and data networks, supporting efficient collaboration among employees and partners using the network as the platform. Cisco Services provides Network Assessment Services, Plan/Build/Run Services, and Optimization Services for Cisco Unified Communications customers.

**Cisco Customer Collaboration Solutions:** Previously known as Contact Center, these solutions help customers deliver and enhance customer service. Using this set of technology solutions based on industry-leading IP network platforms, customers can efficiently deploy, manage, and operate contact center applications, agents, and supervisors. Cisco Services provides Network Assessment Services, Plan/Build/Run Services, Optimization Services, and Operate Services for Cisco Unified Customer Collaboration customers.

**Cisco Business Video Solutions:** Cisco is the industry leader in business video solutions with its Cisco TelePresence and Tandberg product lines. Apart from designing and manufacturing these products, Cisco Services has many service offerings that allow customers to deploy and adopt these video solutions. These services include Network Readiness Assessment for Video Deployment, Designing and Implementing Intelligent Video Networks, Optimizing the Network for Video Adoption, and more. Cisco also has an industry-leading desktop video solution.

Cisco seeks Network Consulting Engineers (NCEs) to join some of the industry’s most innovative thinkers in achieving a vision. You will help develop and deploy the technologies that help customers meet their business needs in a globally competitive landscape for the Collaboration business. In these roles, you will gain insight on the detailed functionality of Cisco products, and partner with all distributed elements of the service chain.

**Collaboration Technical Consultant (NCE)**

http://www.cisco.apply2jobs.com

R911224, R911226

The ideal candidate delivers the technologies, solutions, and services customers need to expertly manage their networks. In this role, the NCE will be the Cisco representative to the customer. He or she will work in a fast-paced, high-impact environment as a visible contributor delivering on Cisco commitments.

The ideal candidate is a creative problem solver, comfortable with challenging the status quo, and rapidly responding to escalated issues. With a seasoned mix of broad networking knowledge and specific area expertise, as well as excellent Customer Relationship Management (CRM) skills, you are well-positioned to become a trusted advisor capable of building solid, long-term relationships with customers.

**Position Responsibilities and Expectations**

- Participates in or leads complex Collaboration network design/migration, performance engineering, or problem resolution projects
- Demonstrates thorough understanding of applying Advanced Technologies to reach the desired architectural service requirements
- Solves complex, cross-functional issues that cross many different layers in the network, including the Unified Communication layer
- Applies good analytic processes to bring any issue to resolution
- Ability to synthesize complexities into clear communication and action plans
- Provides technical support for customers during software deployments and proof of concepts, working closely with account teams and Cisco engineering
- Delivers migration plan for software upgrades
- Has a thorough understanding on networked applications and related dependencies
- Develops or co-authors technical white papers, covering design, deployment, and customer case studies
- Provides planning, designing, implementation, operation and optimization assistance to Advanced Services customers around Cisco Collaboration solutions
- Good judgment, a comfortable, open communication style, and a willingness and ability to work with teams
- Ability to use and contribute to the knowledge base of solutions and techniques
- Ability to shift from theoretical to pragmatic
- A high degree of raw analytic thinking ability, logical reasoning ability, and curiosity
- Creative, with a practical approach and an intuitive feel for financial consequences of recommendations
- Passionate about his or her area of expertise, and interested in a specialist track as a long-term career objective
- Has a clear record of achievement, a willingness to work hard, and perseverance to make things happen

**Technical Skills Required**
- Understanding of Unified Communication, Contact Center, or Business Video architectures
- Experience in planning, design, and implementation of Collaboration infrastructure
- Broad technical expertise with IP Telephony-related technologies, including:
  - Voice Gateway
  - Unified Communications Manager
  - Cisco Contact Center Enterprise
  - Cisco Voice Portal (VP)
  - Cisco Intelligent Contact Management (ICM)
- Able to design, deploy, and support Collaboration products with detailed experience in operation and configuration of Cisco network devices (for example, Cisco Gateways, Cisco Call Manager, Cisco Unity Contact, Cisco Presence Server, and more)
- Good understanding of business video technologies and network-related dependencies for business video
- Technical expertise to design, implement TelePresence technologies and Tandberg products
- Good understanding of IP Telephony protocols, including SIP, H323, MGCP, RTP, RTCP, VXML, and different codecs
- Understanding of requirements of Video-on-Network layer
- Experience with customer collaboration or contact center technologies, including:
  - Agent Desktop
  - IVR Scripting
  - Contact Center Reporting
  - Troubleshooting

**Consulting Skills Required**
- Ability to present and communicate the advantages of collaboration technologies to customers
- Strong written, verbal, and chalkboard skills
- Ability to talk about collaboration architecture, design, and implementation strategies at high-level or low-level with customers and partners
- Understands and can articulate the technical merits and value of Collaboration technologies
- Strong customer interaction and architectural skills
- Proven ability to document appropriate technical information to serve as base for training, technical operations run books, and knowledge objects

| Degrees and Certifications Earned | Prefer at least a four-year undergraduate degree, with strong success in Math, Engineering, or IT areas
Cisco Certified Network Professional (CCNP) is mandatory, Cisco Certified Internetwork Expert (CCIE) Voice is preferred |
---|---|
| Publications and Documentation | Job would entail documentation of certain technical activities. Examples of any published or created documents would be helpful. |
| Other | French language skills along with English preferred. Security clearances, industry associations, technical certifications, and more are helpful. The location of this role is in Krakow (Poland). |
Benefits:

Is This Opportunity Right for You? Are You Ready for the Challenge?

We offer a full integration program, including a variety of classroom learning sessions, full lab participation, and on-the-job learning, where you will be able to specialize. This will be followed by a gradual integration into the role, with support and coaching from senior peers during the following months. Ongoing training, a range of development opportunities in Cisco, and an attractive compensation package are also waiting for you. You can reach high at Cisco.

Integration Program for NCE

Phase I: Customized training, coaching, and thorough support for the first month, to increase your knowledge and develop the professional skills needed to be a successful NCE for the team.

Phase II: Once the work starts, you will receive:
  - Mentorship from seniors to provide guidance on technical and consulting aspects
  - Opportunities to shadow seniors in customer-facing situations
  - Additional training courses to fully benefit from your initial experience and develop your technical and professional skills

Future Career Opportunities

Your career inside Cisco might involve one of the following career paths:

Technical Excellence Path:
You will develop skills, including:
  - Provide a complete technical solution for a small- to medium-size enterprise
  - Create solutions for our customers by working cross-functionally with multiple business units and solution teams
  - Solve problems with innovative ideas
  - Develop deep expertise in two or more technology domains
  - Consult with and influence top customers, Cisco sales, and product management

You can earn promotion to positions, including Solution Architect, Enterprise Architect, and Distinguished Services Engineer.

Management and Leadership Path:
Along with your technical expertise, you may develop skills in the leadership or project management areas. You could gain promotion to positions that include Advanced Services Manager, Project Manager, Engagement Manager, or Services Product Manager.

In Other Cisco Organizations:
Advanced Services NCEs are always highly qualified engineers very valuable in other Cisco organizations. Opportunities outside Advanced Services are very broad, and are highly dependent on the skills developed by NCEs.
Below are some of the positions taken by Advanced Services NCEs outside of this group in different countries:

- Consulting Systems Engineer (Pre-Sales)
- Product Sales Specialist
- Technical Services Engineer
- Technical Marketing Engineer
- Software Developer in a Business Unit

Details of Employment and Remuneration Package

1. Successful candidates will be based in Krakow (Poland)
2. Remuneration will be fixed and non-negotiable; base salary and bonus package are highly competitive for similar positions within this industry
3. Benefits packages will also include the following categories of benefits:

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<thead>
<tr>
<th>Category</th>
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<tr>
<td>Salary</td>
<td>Base salary plus bonus [related to company and individual performance]</td>
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<tr>
<td>Insurance</td>
<td>Life insurance</td>
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<td></td>
<td>Long-term disability coverage</td>
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<tr>
<td>Medical</td>
<td>Private medical care with reputable medical services provider</td>
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<td>Cisco global benefits</td>
<td>Employee stock purchase program</td>
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<td>Global assistance and emergency services</td>
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<tr>
<td>Accommodation and relocation</td>
<td>One-week accommodation in Krakow for newly hired employees moving from other countries</td>
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