



**Job Description**

<b>Role Title</b>	SIM Data Technician (Job Ref. No. 83)	<b>Grade</b>	3
<b>Line Manager</b>	Staff Engineer	<b>Location</b>	Noida, India
<b>Direct Reports (if applicable)</b>	None	<b>Job Function</b>	Engineering

**Role Overview**

This position's main function is managing SIM and eSIM data generation orders, preparing them for delivery, verifying accuracy of the deliverables, and delivering them to the customers/partners for production. Additionally, the Order Fulfilment Technician is quality checking to ensure compliance against customer requirements and internal guidelines as they fulfil the orders.

**What you will be doing:**

- Work with sales team to receive orders and understand how they should be prioritised
- Pull orders in sequence according to the assigned priority and process them as per the guidelines
- Perform thorough quality checks to ensure orders have been managed according to the customer requirements and our quality and security processes
- Deliver the generated deliverables to customers through the agreed delivery method for the order (internal delivery system or customer/partner delivery system)
- Use independent judgment in regards to order processing, keeping quality and goals in mind
- Help create a positive environment by having a positive attitude and by being self-motivated
- Adapt to new methods as our data generation system, tools and processes evolve
- Suggest modifications of our data generation system, tools and processes to improve our efficiency and make our customer happy, while remaining compliant with our quality and security requirements

**What do we need:**

- Diploma in Computer Science/Engineering
- 1-2 years of experience in an industrial production environment, ideally a smart card production environment
- Must consistently demonstrate attention to details and strong customer focus
- Must have good communication skills
- Must have good understanding of quality assurance methodology
- Must be able to perform a routine task with great efficiency over 8 hour work periods without losing quality
- Must be able to work under pressure
- Experience with smart card (SIM/USIM/eUICC) technologies would be useful
- Notions in security and cryptography would be useful
- Shall have experience with ticketing and collaborative work systems (Freshservice, Jira, Confluence)
- A real team player who aspires to our core values of:
  - Passion for customer success
  - Be excellent to all
  - Think big, act fast

