Cisco Global Support Center in Krakow

About Krakow

What's on your checklist?

Cisco in Krakow

- The center started on May 2012 and provides services for both internal and external customers – including Cisco partners and customers.
- This is the third Global Support Center for Cisco with the ones in US (RTP), Asia (Bangalore). It increases Cisco presence in Europe and allows further focus on European customers.
- We are growing very fast hiring both – engineers and non-technical persons in 8 teams with huge plans for expansion.
- Our employees already come from more than 10 different countries, eg. Ukraine, Slovakia, Russia, India, US, Netherlands, Belgium, Italy, Greece, Jordan,.
- Kraków as a great place to live with international schools, friendly inhabitants and its architecture and monuments attracts a great number of foreigners living here for years.

We are looking for people who are interested in technology and joining a well known industry leader : recent graduates as well as experienced candidates.

We are hiring all year round!

Culture

Open Communication

Market Transition

Trust/ Fairness/ Integrity

Giving Back

Inclusion

Continuous Improvement/ Stretch Goals

Innovation

Quality team

Profit Contribution (Frugality)

No Technology Religion

Empowerment

Fun

Collaboration/ Teamwork

Drive Change

Why Cisco?

- Fortune 100 Best Companies to Work For
- **Best Places to Launch a Career**
- China's Most Respected Companies
- 13th Most Valuable Brand in the World
- Top 50 Places Women Want to Work in the UK
- Best Employers in Europe, India, Canada
- Worlds Most Ethical Companies
- Top 50 Employers—Careers and the Disabled

Graduate opportunities

Our Opportunities

We are hiring at this moment 20+ graduates for

Cisco Services in Krakow

- Associate Network Consulting Engineer
- Associate Project Manager
- Customer Support Engineer

Graduate programs overview

World-Class Training

Industry-leading accelerated career development program for top university graduates worldwide who aspire to become the next generation of technical leaders at Cisco

On-the-Job Experience

New hires move into an engineering role where they will get on-the-job experience interacting with customers and partners and will be mentored by Cisco engineering professionals.

Join the Cisco Services Organization

After successfully completing the program new hires are promoted into a Network Consulting Engineer , Project Manager or Customer Support Engineer role.

Services

- In the vanguard of Cisco leading edge technologies worldwide with some of the best technical experts in the industry.

- Team of world-class technical experts whose #1 focus is to help customers and partners to Plan, Design, Implement, Deploy and Operate their networks effectively while delivering the best possible customer experience.

- Provides complex design, performance, optimization services and high end support to the largest networks in the world.

Associate Network Consulting Engineer Skills required

- University graduate, Bachelors or Master degree in Engineering
- Knowledgeable in one or more areas: IP Internetworking, LAN Switching, Voice technologies, Wireless.
- Internetworking troubleshooting experience
- Be able to articulate value-add to Customers
- Basic Network design skills
- Knowledge of network management, network availability & capacity planning
- Basic to good consulting and communication skills
- CCNA+ certification is an asset
- Proficient in English, any additional language is a plus

Associate Project Manager
Skills required

- Strong organizational, leadership, and management skills
- Proven interest in technology
- Understand technical issues, apply technical concepts and leverage technical expertise of others
- Produce quality work under pressure with immediate deadlines
- Ability to adjust to a rapidly changing environment
- Ability to succeed in a highly unstructured environment
- Exemplary written, verbal communication skills, with the ability to present to large groups with confidence
- An additional foreign language is a plus (major EU languages, Russian or Arabic)

Customer Support Engineer
Skills required

- Bachelors or Master's degree in engineering (Computer Science, Electrical Engineering, Networking etc.)
- Good technical foundation in networking (CCNA equivalent level or above)
- Other technology or product knowledge, experience or certifications in the following areas are a plus: voice, security, routing, switching, Microsoft, Linux
- Ability to communicate in English effectively both verbally and in writing; other languages would be a plus
- Passion and demonstrated ability to learn and work in a multicultural team environment
- Ability to drive to achieve goals with limited supervision
- Analytical skills

Join Us

Eligibility Criteria

- University graduate or BSc/Ms Computer Science degree Network degrees
- Technical degrees preferred
- Must be fluent in English
- Additional language is an asset (German, French, Spanish, Italian, Russian, Arabic etc.)
- Must be able to legally live and work in Poland or any of the CIS countries including Ukraine, without visa support or sponsorship
- Travel requirements (up to 30%) depending on the position
- Good technical foundation in networking (CCNA equivalent level or above) preferred
- Other technology or product knowledge, experience or certifications in the following areas are a plus: voice, security, routing, switching etc.

Our successful candidate is…

- An Effective Communicator
- Willing to Relocate to Krakow
- A Problem Solver & Critical Thinker
- Able to Deal with Change
- Customer oriented
- Open to Constructive Feedback
- People-Oriented
- Team Player and Leader
- Enjoys the Cisco Culture
- Determined to Succeed
- Professional

Cisco provides exceptional benefits

Compensation & Rewards

- Competitive Base Pay & Bonus
- Medical Plan
- Retirement Plans
- Employee Stock Purchase Plan
- Relocation

Work/Life Integration

- Vacation/ Paid Time Off
- Remote Access

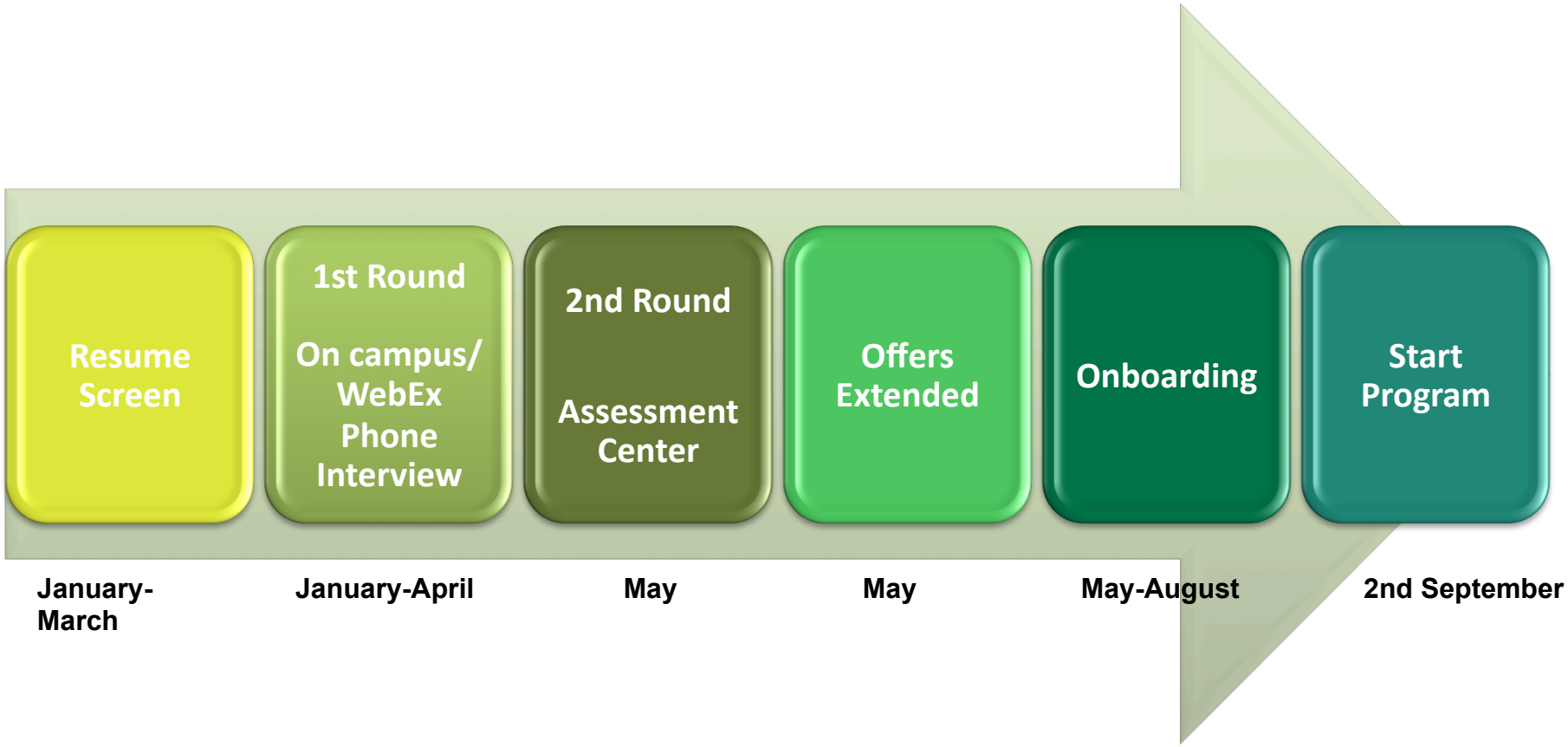
Career Development

- Mentoring
- Cisco Certifications
- On-going Training
- Career Advancement

Corporate Culture

- Customer Success
- Cisco Family
- Teamwork/ Collaboration
- Empowerment
- Innovation
- Drive Change

Recruiting & Onboarding Timeline



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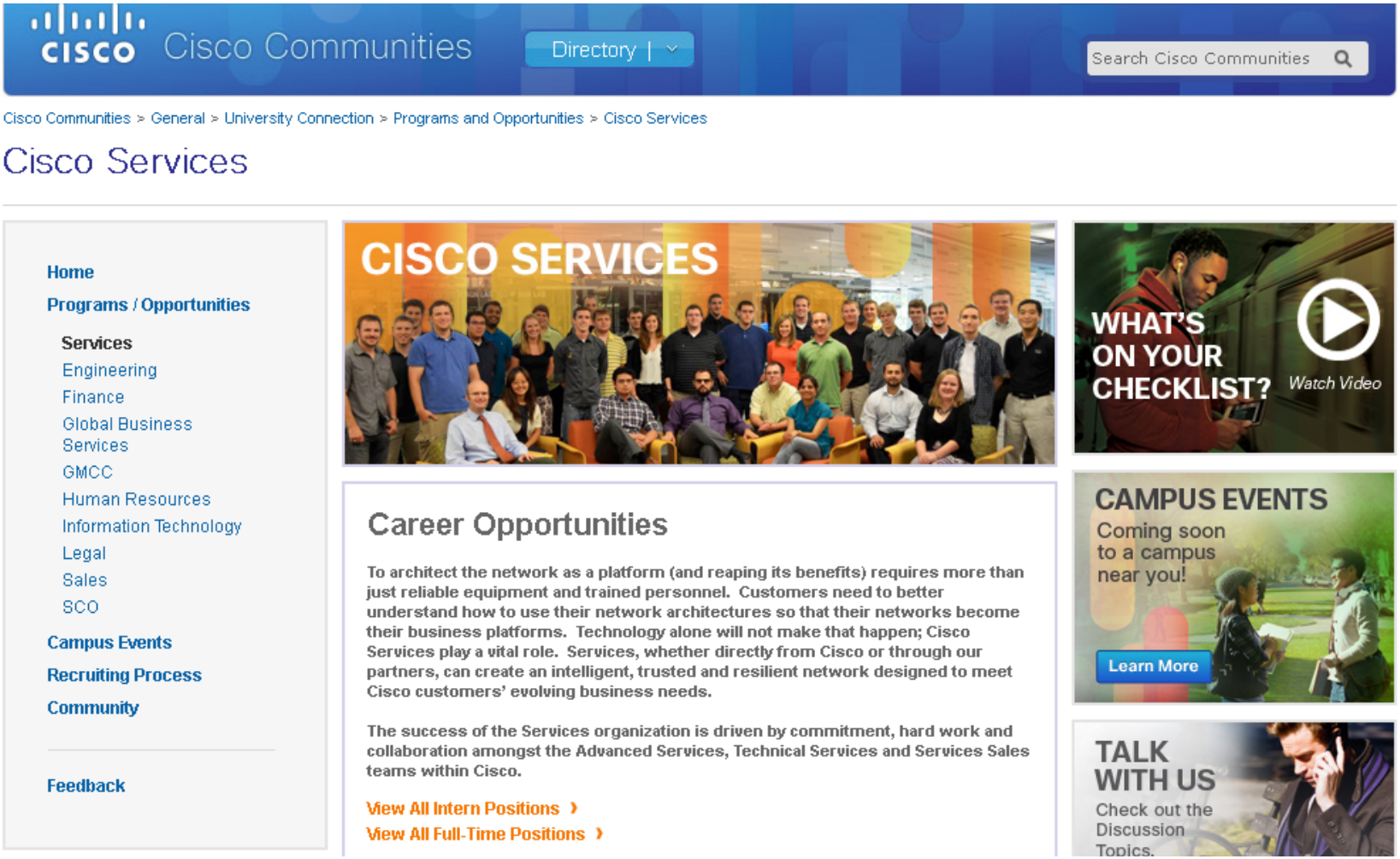

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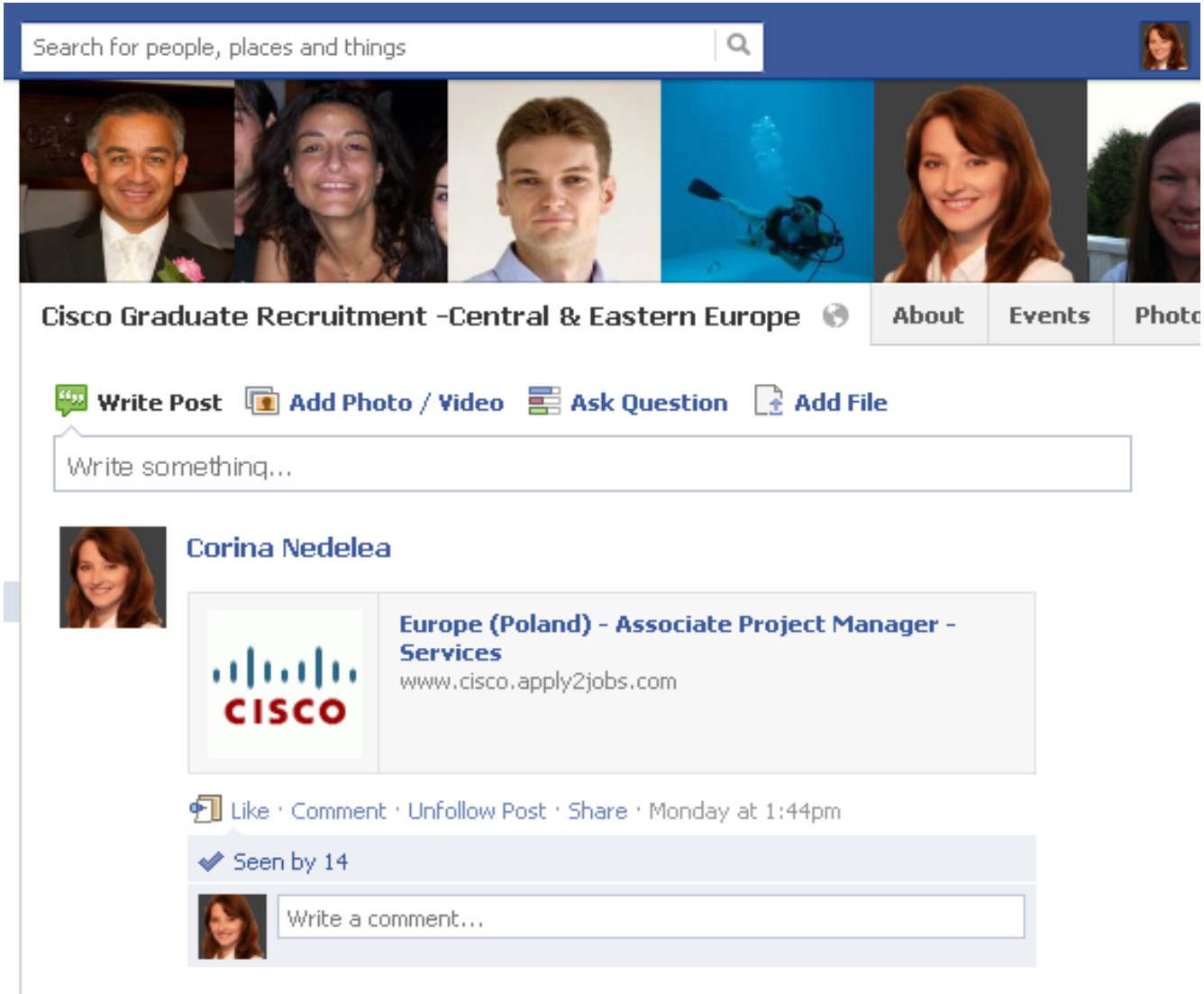

Why Cisco?

Get paid to learn about Cisco products & technologies

High earning potential

Cisco invests in YOU!

Excellent Benefits

Join a world-class services organization

Access to cutting edge technologies

Earn Cisco Certifications

Receive ongoing coaching & mentoring

Work in a global, diverse environment

Have FUN!

Exposure to top Cisco executives

Get hands on experience

Launch your career with us!

Questions?

together we collaborate. innovate. educate.