



## Web Production Operator

### Summary

Sonopia is building a world-class company on a strong foundation of world-class people. As a result of research into a number of countries around the world we have decided that the best place to build that foundation is in Ukraine. Sonopia is a brand new company with the big vision and where each successful employee has the chance to influence the shape of the company and new products.

In accordance with Ukrainian legislation, employment agreement with the Web Production Operator (WPO below) made in the same manner as with any other "specialist" as it is set forth in Qualification Requirements Guide of 1998 year.

### General Description

After undergoing an intensive one month Sonopia internal Coaching Program and a longer on-the-job training program, within Sonopia's test team, the WPO will commence a full time role reporting to the local marketing head or the head of test. WPOs will work closely with the Sonopia's test engineers and the US based Marketing team. She will study/update following topics:

- Sonopia system Operation
- Software and Web Operations concepts (both theory and practice included)
- Change Management and Quality Assurance concepts
- Software product/program management concepts
- Report and task tracking system - Atlassian JIRA

### Responsibilities

By completion of the activity stated before WPO Intern will get a regular Sonopia employee's position and successful trainees will be promoted to WPO positions, and join the wider WPO team operating, practicing and evaluate Sonopia's software system. Detailed WPO duties and responsibilities will consist of:

- Running 'Sonopia' mobile operators on the mobile system including content generation, marketing programs and general subscriber acquisition
- Operating Sonopia system as advanced user
- Share operational methods and insights with the rest of the company
- Analyzing and documenting operation results
- Documenting problems that fail to meet requirements and user expectations
- Work with system updates and releases documentation (release notes, projects scope documents, defect reports)
- Documenting Sonopia usage to inform future system updates

### Skills and Position Requirements

- 0.5 year or more of job experience in IT, Internet Advertisement, or Content Managing or similar area
- Problem solver with a positive attitude and ability to interact with the team (mandatory)
- Persistence, personal responsibility and excellent time and task management (mandatory)
- Intermediate and above level of spoken and written English, technical reading/writing (mandatory)
- Ability to learn and work with minimal formal management (desirable)
- Software producing/operating industry strong background (desirable)
- Proven knowledge of Sales and Marketing Concepts (desirable)
- Critical style of thinking and math abilities
- Western corporate style

### The successful candidate will have experience in several of the following areas

- Software Engineering / Testing fundamentals / Programming attitude / Programming concepts
- Experience or knowledge of QA concepts for web services and Usability concepts
- Customer care service fundamentals
- Procedures and rules for corporate documentation flow



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### **Experience in the following areas will be advantageous but not necessary**

- Experience with commercial IT projects or Software Producing/Applying projects
- Knowledge of Internet Marketing, Sales or similar areas
- Knowledge of the following domain areas:
  - Telecoms concepts
  - Social software familiarizing as end-user
  - Mobile computing
  - CRM/Billing
  - Back Office operational concepts

### ***Personal attributes***

Sonopia encourages flexible working practices and values results. Members of the Sonopia team are expected to be resourceful and self motivated. Sonopia is a startup environment where the WPO will be part of the team designing and specifying Sonopia's product. Flexibility and ability to work as part of a multi skilled team are essential.

### **Education**

MS/BS degree in areas close to IT, Computing Sciences, Marketing or equivalent is preferred. Credit will be given for candidates who do not have relevant degrees or have uncompleted educational program but can demonstrate equivalent work attitude/experience.

### ***Liabilities***

In the course of the fulfillment of his/her obligations, the WPO must comply with corporate ethics and policies (e.g. accountability for all property entrusted by Sonopia). The WPO shall also bear non-property responsibility for his obligations to be performed in due time and quality.

### ***Rights***

In addition to the rights assigned to a person in accordance with legislation in force, the WPO shall have:

- Access to Sonopia's confidential information according to company security policy and respective documents

### ***Location and Communication***

The position is located in Sonopia's development office in Kyiv, Ukraine. Successful candidates will be engaged in core development activities closely cooperating in a team with software architects, designers and engineers.

### ***Compensations and Benefits***

Sonopia offers excellent benefits for the right candidates including stock options, great working conditions, flexible hours, peer driven grading and the chance for international travel. The competitive salary package is reviewed regularly; performance related bonuses are paid on the quarterly basis. After the successful completion of probation period Sonopia Crew Members are entitled to medical insurance package (incl. sports, dental care coverage). As the English language is one of the core skills for any position we provide English classes for our staff encouraging development for striving to excel.

**If you are interested in this position, please send us detailed CV to [HR@sonopia.com](mailto:HR@sonopia.com) with "Web Production Operator" in the subject line. Only successful candidates will be contacted for the interview.**