

Project Background

Qualcomm is the connected processor company for the intelligent edge with leadership in wireless connectivity, RF front-end, high-performance, low-power computing, multimedia, and on-device intelligence. Within the Test Base Station Project we design internal custom, integrated cellular call flow test boxes that rival or exceed capabilities of external third party solutions. The project has over 200 Engineers world wide and has deployed over \$200 million of equipment for 5G wireless verification. The team supports a product portfolio that includes 3G, 4G, 5G, and V2X products. Customer support is provided to this product portfolio of over 2000 systems leveraged on a daily basis throughout the global company.

Project Description

Customer Support issues are tracked using multiple JIRA projects. The Atlassian JIRA front end can be cumbersome and difficult to customize to our unique workflow practices. The project would design a custom support front-end to visualize, modify, and organize customer support issues across the Customer Engineering and Development teams. Backend augmentation will be required to define workflow policies and procedures.

The team would assess current practices and design a new User Interface to optimize and streamline the most common operations. Then team would then refine requirements for backend augmentation.

JIRA has a rest API that will be used. The team will have to determine if the best course of action is to utilize that interface directly or mirror data with some additional processing in a local database. It is expected that a Python3 subsystem will need to be written to manage our unique workflow, merge data, or sync data across different platforms.

There is additional opportunity to synchronize tickets across JIRA and Service Now to improve quality of service across additional organizations.

Desired Skill Set

- Web Interface design experience
- React or Angular development experience or desire to learn
- Experience with JIRA and/or a modern bug tracking system.
- Python3 programming experience

Preferred Team Size

A two to three person team would be adequate. Three would likely be idea though with the right division of responsibilities four students could be envisioned.

Location

The Qualcomm TBS project will provide support mostly locally from the Qualcomm Boulder office. Remote work is the expectation with possibilities of on-site for key needs or discussions.

Resources

Qualcomm intends to open a remote development environment with sufficient compute and virtual desktop portables for all required development.

Contact

Email Kevin Wolver at kwolver@qti.qualcomm.com for high level project questions. If selected, other engineers will be made available for guidance, leadership, and mentoring.