ooredoo

ROLE PROFILE

Position Title: Senior Manager Infrastructure Operations	**Reporting to:** Director Infrastructure
Business Unit: Technology	
Division: Information Technology & Digital	**Department:** Infrastructure & IT Helpdesk

A. ROLE AND CONTEXT

Purpose:	Functional Context:
This role is responsible for leading the operations of all elements including networking, storage, servers, virtualization / containerization, cloud computing.	The Technology Unit within Ooredoo is the backbone of the organization providing all technology services which enable Ooredoo to deliver its services to its customers across all technology platforms, 24/7/365. In other words, it's responsible for the management of all Ooredoo networks, technology infrastructure/ platforms and processes to achieve fast time-to-market, high operational efficiency, and support product/ service innovation, and ultimately drive the financial performance of Ooredoo.

B. ROLE ACCOUNTABILITIES

- Leads the operations of all elements including networking, storage, servers, virtualization / containerization, cloud computing to ensure its effective operations:
- Administration of databases: ensuring adequate security and data integrity.
- Implementation of security tools (network/application/data/user security) and operations for all platforms in line with Process & Quality guidelines.
- Administration of all operating systems with all levels of prescribed security and network services.
- Ensures minimal service disruptions through implementation and management of BC/DR.
- Maintains, archives and retrieves Ooredoo's critical/ non-critical business data as per requirements from other BUs.
- Oversees the provision of level 3 customer support.
- Responsible for providing service onboarding for enterprise customers.
- Oversees the definition of requirements for vendor and partner selections and leads technical discussions in vendor / partnership negotiations; leads the collaboration with Procurement throughout the sourcing process.
- Manages the implementation of SLAs with relevant BUs and process owners.
- Applies professional project management tools and techniques for effective management of IaaS projects to ensure high quality and customer satisfaction.
- Makes all critical decisions regarding new projects such as scope changes, resource plans and implementation schedules in conjunction with department manager.
- Promotes best practice operations, evaluates and implements opportunities to enhance and improve efficiency.
- Leads the process of monitoring and management of own department KPIs in order to meet defined targets, and manages timely reporting of KPIs to Performance Management.
- Formulates annual operational plans and budgets for own area and ensures its effective execution after approval.
- Serves as a subject matter expert for all issues relating to IaaS Operations .

C. SCOPE AND INTERACTIONS

Direct Revenue Responsibility: No	**Primary Interactions (Internal/External)**

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Direct Budget Responsibility: No Direct People Management Responsibility: Yes	Internal Relationships: Cross Functional	External Relationships: Vendors Business Partners Customers

D. KEY PERFORMANCE INDICATORS (KPI)

- TTM for IaaS & ICT products
- Timely completion and quality of IaaS Operation projects
- Time used for service onboarding
- Resolution time of Level 3 customer support issues
- # of service disruptions
- Cost of service support per user

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills	Minimum Entry Qualifications
10 years' experience in a similar role. Experience in infrastructure Operations within a Telecommunications.	Bachelor's Degree in Telecom or Computer & Communications or Electrical & Electronics Engineering **Preferred Certifications / Other Qualifications** Any Relevant Certification

Technical Competencies	Required Level	Behavioural Competencies	Required Level
GLOBAL CLOUD PROVIDERS INTEGRATION	Advanced	Building Customer Value	Intermediate
IAAS ONBOARDING	Expert	Delivering Results & Fostering Collaboration	Intermediate
IAAS O&M	Expert	Shaping Strategy	Intermediate
TECHNOLOGY STRATEGY	Advanced	Driving Change	Basic
PARTNER MANAGEMENT	Advanced	Networking and Influencing Collaboratively	Basic
PROJECT MANAGEMENT	Advanced	Leading Teams	Basic

Competency Level (Reference Range)	Basic	Intermediate	Advanced	Expert
	Low >------------------------->----------------------->----------------------->High			