ROLE PROFILE

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Position Title: Senior Engineer	**Reporting to:** Manager IPTV & VAS - O&M
Business Unit: Technology	
Division: Active & Core	**Department:** IPTV & VAS - O&M

A. ROLE AND CONTEXT

Purpose:	**Functional Context:**
This role is responsible for leading and advancing end-end ISP Apps operation and maintenance in terms of day-day on-ground management	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

- Monitors staff and resource allocation providing managerial and professional support to team members.
- Takes responsibility and leads departmental activities efficiently in the ISP Apps O&M front.
- Contributes to annual operational plans and budgets (CAPEX & OPEX) for own area; once budget is approved, manages day-to-day management of budget.
- Communicates periodic status reports to senior management and escalates any potential issues.
- Leads ISP contribution activities from an OSP point of view and prioritises customer delivery balancing it with NW expansion to enhance CEX.
- Proactively manage for all third-party suppliers / subcontractors to execute their scope of work to time/budget and quality standards.

C. SCOPE AND INTERACTIONS

	Primary Interactions (Internal/External)	
Direct Revenue Responsibility: No **Direct Budget Responsibility:** No **Direct People Management Responsibility:** No	**Internal Relationships:** Cross Functional	**External Relationships:** Vendors Business Partners

D. KEY PERFORMANCE INDICATORS (KPI)

- Meeting SLAs with regards to commercial/ technical teams
- Timely NW upgrades scheduled maintenance
- Timely response to network issues with timely escalation whenever necessary
- All Active elements impacting National NW and bugs are identified/listed/communicated to CTIO
- Bugs on each element fixed/purged and E2E Resiliency is tested on each element

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills	**Minimum Entry Qualifications**
5 years' experience in a similar role.	Bachelor's Degree in Telecom or Computer & Communications or Electrical & Electronics Engineering

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Experience in the telecommunications field, operations and maintenance of Transport networks		Preferred Certifications / Other Qualifications Any Relevant Certifications	
Technical Competencies	**Required Level**	**Behavioural Competencies**	**Required Level**
ACTIVE O&M	Intermediate	Customer Focus	Advanced
PARTNER MANAGEMENT	Intermediate	Creative Thinking	Advanced
PLANNING + (P&L FIT)	Intermediate	Quality and Continuous Improvement	Advanced
SPECIALISED RESOLUTION	Intermediate	Promoting Teamwork	Advanced
PROJECT MANAGEMENT	Intermediate		
Competency Level (Reference Range)	Basic	Intermediate	Advanced	Expert
	Low >----------------------->----------------------->----------------------->High			

Senior Engineer-5012