

ROLE PROFILE

Position Title: Assistant Director Network, Security & Hybrid Cloud	Reporting to: Director Professional Services
Business Unit: Business	
Division: Business Solutions	Department: Professional Services

A. ROLE AND CONTEXT

<p>Purpose: This role is crucial role within the Professional Services department, overseeing a significant portion of its operations and leading the largest team, which includes the OPN team. The role is responsible for guiding the team in designing, deploying, and managing secure, scalable, and reliable network, security, and hybrid cloud solutions, including on-premises infrastructure, for Ooredoo Qatar's enterprise customers. In this customer-facing role, you will provide technical leadership and guidance to clients, helping them integrate traditional on-premises data centres with hybrid cloud platforms. The role focusses on delivering cutting-edge solutions that meet customers' performance, security, and compliance requirements while enabling seamless interoperability between cloud services and on-premises infrastructure. This position requires in-depth knowledge of networking, security protocols, cloud services, and the management of data centre technologies. You will work closely with enterprise clients and internal teams to deliver innovative solutions that address customers' digital transformation needs, ensuring operational excellence.</p>	<p>Functional Context: Ooredoo's Business BU is a critical part of the company's first line customer facing activities for all Business Accounts and has a significant role to play in long term business value creation through product design, achievement of sales revenue, profit and customer satisfaction, as defined in the annual business plans. The Professional Services department is central to the newly established Business Solutions division, leading customer engagement throughout the entire lifecycle—from initial opportunities through delivery and beyond. With deep technical and consultative expertise, the team excels in designing optimal solutions that leverage OQ's offerings alongside those of partner providers. The primary objective is to enhance OQ's engagement with its large enterprise customer base, positioning the company as a trusted partner in driving digital transformation initiatives. The team integrates secure connectivity, network and cloud services, managed services, and IT solutions to enhance OQ's share of wallet and visibility in larger market deals. By moving beyond standard offerings into customized services, the Professional Services team supports Business Accounts, enhancing their technical expertise and capability to manage complex acquisitions and deliveries. This ensures clients' needs are met and remain the primary focus of the sales team.</p>
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B. ROLE ACCOUNTABILITIES

<ul style="list-style-type: none"> Lead the design and architecture of complex, integrated solutions involving on-premises infrastructure, networking, security, and hybrid cloud environments to meet customer-specific needs. Architect hybrid cloud strategies that incorporate existing on-premises infrastructure (data centers, servers, storage, etc.) and public/private cloud platforms (AWS, Azure, Google Cloud), ensuring secure, high-performance, and cost-effective solutions. Implement advanced network technologies such as Software-Defined Networking (SDN), Network Function Virtualization (NFV), and Multi-Protocol Label Switching (MPLS) to drive connectivity across hybrid environments. Integrate on-premises infrastructure with cloud environments using technologies such as Direct Connect, Azure ExpressRoute, and VPNs to ensure seamless interoperability, connectivity, and data transfer. Develop, respond and support in solution proposals, statement of work (SOWs) and Request for proposals/information/quotation (RFx) by positioning OQ value proposition in accordance with the customer defined requirements and propose a competitive and winning solution. Coordinate and deliver use-case-driven technical presentations and demonstrations to prospective companies that competitively differentiate competitor offerings. Develop comprehensive business cases for proposed network, security, and hybrid cloud solutions, outlining potential ROI, cost savings, and business benefits for the customer. Collaborate with Ooredoo's sales, finance, and pricing teams to ensure that technical solutions are aligned with the customer's financial objectives and budgetary constraints. Collaborate with Ooredoo's sales teams to identify new business opportunities and assist in preparing responses to RFPs and tender submissions.

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- Provide technical input for sales proposals, ensuring alignment between technical designs and commercial strategy, and highlight competitive differentiators.
- Assist in the development of pricing models for solutions, ensuring competitiveness while maintaining profitability for Ooredoo.
- Support the creation of commercial proposals, providing input on the technical scope, timelines, cost estimates, and financial impacts of proposed solutions.M162.
- Lead the deployment and management of on-premise data centers, including compute, storage, and network components such as servers, SAN/NAS storage arrays, hypervisors (VMware, Hyper-V), and switching technologies.
- Ensure high availability and reliability of on-premise infrastructure through the implementation of disaster recovery (DR) and backup strategies, using technologies such as VMware Site Recovery Manager (SRM), Veeam, and Commvault.
- Optimize data center performance by implementing advanced virtualization techniques, load balancing (e.g., F5, Citrix), and software-defined data centers (SDDC).
- Oversee the lifecycle management of on-premise systems, including capacity planning, hardware refreshes, and system upgrades.
- Design and implement hybrid cloud solutions that enable customers to securely connect their on-premise infrastructure with cloud services, leveraging multi-cloud architectures and cloud orchestration platforms (e.g., Kubernetes, Docker).
- Implement cloud bursting and scalability solutions, allowing customers to dynamically expand their workloads from on-premise environments to public clouds based on demand.
- Guide customers through cloud migration journeys, including hybrid migration strategies that integrate legacy on-premise applications with modern cloud-native services.
- Utilize cloud management platforms (CMPs) to provide unified visibility and control across on-premise, private, and public cloud environments.
- Architect and implement end-to-end security solutions that protect both on-premise and cloud-based systems, including next-gen firewalls (Fortinet, Cisco, Palo Alto), intrusion detection systems (IDS/IPS), SIEM platforms, and data encryption solutions.
- Deploy Zero Trust security models, ensuring that both on-premise and cloud infrastructure follow stringent access controls, identity management (IAM), and role-based access policies.
- Ensure compliance with industry standards and regulations (ISO 27001, PCI-DSS, GDPR, local Qatari regulations), conducting security audits and vulnerability assessments across both on-premise and cloud environments.
- Implement security solutions that safeguard customer data at rest and in transit across hybrid environments, using encryption protocols such as AES-256, TLS/SSL, and IPsec.
- Partner with the Business Accounts team to provide technical knowledge around Network, Security and Hybrid Cloud Solutions to our customers and prospects.
- Act as the lead technical consultant for customers, conducting deep-dive workshops to assess on-premise infrastructure, cloud adoption readiness, and security requirements.
- Provide guidance on modernizing on-premise infrastructure, advising on the integration of hyper-converged systems (e.g., Nutanix, VMware vSAN) and software-defined infrastructure to support hybrid cloud models.
- Present technical proposals and solutions to customers, showcasing the advantages of hybrid solutions that combine on-premise and cloud systems to meet their business and technical goals.
- Collaborate with customer IT teams to ensure smooth implementation and integration of solutions, providing expert troubleshooting and support throughout the deployment lifecycle.
- Lead and mentor a team of network engineers, security experts, and cloud specialists, fostering a culture of innovation and continuous improvement.
- Collaborate with internal business units (e.g., finance, product development, operations) to ensure the seamless delivery of customer projects while balancing technical performance with business objective.

C. SCOPE AND INTERACTIONS

Direct Revenue Responsibility: Yes Direct Budget Responsibility: Yes Direct People Management Responsibility: Yes	Primary Interactions (Internal/External)	
	Internal Relationships: Cross Functional	External Relationships: Customers

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	Business Partners Vendors
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D. KEY PERFORMANCE INDICATORS (KPI)

- **Solution Accuracy and Alignment:** Percentage of customer solutions that meet or exceed customer expectations based on technical, operational, and business requirements.
- **Business Case Success Rate:** Percentage of business cases leading to project approval by demonstrating clear ROI, cost savings, and business benefits.
- **Revenue Growth from Solutions:** Amount of revenue generated from proposed network, security, and cloud solutions.
- **Hybrid Cloud Adoption Rate:** Number of clients successfully transitioned to hybrid or multi-cloud environments.
- **On-Premises Infrastructure Added Customer:** (YoY) growth of on-premises infrastructure customers.
- **Security Solutions Adoption:** Number of clients successfully transitioned to security solutions with Ooredoo.
- **Proposal Conversion Rate:** Percentage of technical proposals (including RFPs, SOWs, and RFX responses) that are successfully converted into signed contracts

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills	Minimum Entry Qualifications
12 years' experience in a similar role. Expertise in providing Hybrid Cloud, Network Technology Services and Cyber Security related solutions within a Telco or ICT provider organization. Experience and knowledge in the Qatari SI market domain, capable of engaging customers at senior management and technical levels, and building, staffing and delivering turnkey solutions are essential.	Bachelor's Degree in Computer Science or Technology Preferred Certifications / Other Qualifications A Master's degree or advanced certifications (e.g., CISSP, CCIE, GCP/Azure Solutions Architect, VMware VCP) are highly desirable.

Technical Competencies	Required Level	Behavioural Competencies	Required Level
PARTNER MANAGEMENT	Advanced	Building Customer Value	Intermediate
PRODUCT DEVELOPMENT & MANAGEMENT	Advanced	Delivering Results & Fostering Collaboration	Intermediate
DATA CENTRE & CLOUD	Expert	Shaping Strategy	Intermediate
BID MANAGEMENT	Advanced	Driving Change	Intermediate
PRICING	Advanced	Networking and Influencing Collaboratively	Intermediate
		Leading Teams	Intermediate
Competency Level (Reference Range)	Basic Low >----->	Intermediate >----->	Advanced >----->
			Expert >----->High