

ROLE PROFILE

Position Title: Specialist OSS & Order Management	Reporting to: Senior Manager OSS & Order Management
Business Unit: Technology	
Division: IT	Department: BSS & OSS

A. ROLE AND CONTEXT

Purpose: This role is responsible for owning, and managing the design, implementation, and maintenance of OSS and Order Management platforms.	Functional Context: 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. The department supports this through the effective management, operation and maintenance including new products and change requests for all BSS & OSS applications and platforms, working to further connect and integrate BSS with OSS in the new IT architecture and ensuring Ooredoo customers have full use of all services 24/7.
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B. ROLE ACCOUNTABILITIES

<ul style="list-style-type: none"> • Translate Business Requirements and needs into solutions. • Understands, complements, influences and steers the proposed business models, business cases and solutions to achieve improved business outcomes and operations enhancements by continuously applying best practices and methodology. • Develop & Maintain platforms for Mediation, Provisioning, Order-Management, and Network Inventory. • Carries out the Technical design of new products/ change requests. • Performs in-house configuration and development of OSS platforms and products. • Executes platform and applications maintenance/ modifications based on change requests from different business units. • Supports SIT & UAT and handover to Operations team for after projects/change requests. • Ensure adherence to SLAs with relevant BUs and process owners. • Provides Level 4 customer support (Customer Services call center being Level 1, NOC within Operations and Maintenance at Level 2, Data Centre and Application Platform Operations within Operations and Maintenance at Level 3). • Assesses and qualifies demand from various Business Units within ICT business in terms of business outcomes and business benefits expected, improving the alignment of the demands with overall business and technology strategies, roadmap, priorities, capabilities and resources. • Ensures that the OSS and Order Management applications and platforms are aligned with the overall Technology Architecture. • Ensures compliance of all OSS and Order Management applications and platforms with the security and revenue assurance policies and guidelines provided by Service Assurance and Security team. • Ensures timely reporting of KPIs to the next management level. • Communicates periodic status reports to higher management and escalate potential issues as appropriate. • Probes for information, listen to information, influence people, facilitate consensus building, synthesize and translate ideas into actionable requirements, articulate those ideas to others. Identify use or purpose, constraints, risks and participate in the discovery and documentation of the customer's business scenarios that are driving the solution. • Analyzes and understands Business and Technology Strategies, Objectives and Requirements and translate them into actionable Information Systems and Solutions.

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- Works closely with Senior Management to identify risks and provide mitigation plans as well as solutions to ensure compliance to Best Practices and Principle.
- Supports Program and Project management to plan and manage solution delivery including but not limited to business and technology stakeholders management and risk management.
- Works closely with project and demand management, technology and business stakeholders to align objectives and expectations, to plan for improvements or enhancements, to identify and mitigate risks and to build workable business models.
- Determines operational objectives by interacting with users and studying business functions; gathering information; evaluating output requirements and formats.
- Supports achievement of traceability of requirements across the project lifecycle from initiator, to proposed solution and then further to design, build, test and deploy.
- Plans, and/or Participates in Tendering processes as a OSS and Order Management expert to enable Capability Building, Technology and Solution Selections.
- Analyzes current business processes, work methods, operations, assets and artefacts, propose improvements and as appropriate manage/monitor implementation to expected conclusion.
- Prepares technical reports by collecting, analyzing and summarizing information, trends and related research to support strategy, planning, transformation and enhancements.

C. SCOPE AND INTERACTIONS

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

D. KEY PERFORMANCE INDICATORS (KPI)

- Platform TCO
- Development & Delivery
- Project execution within time
- Time-to-market.
- Quality of Deliverables
- Change Success Rate
- Vendor and cross function teams' management
- Operations and Maintenance
- Customer satisfaction.
- Platform Uptime & Incidents Resolution Times
- Mean Time Between Failures (MTBF) & Mean Time to Repair (MTTR)
- Release Management

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills 8 years' experience in a similar role. Experience in Telecom or IT with significant skills in OSS & Order Management platforms.		Minimum Entry Qualifications Bachelor's Degree in Computer Science or Software or Telecom Engineering Preferred Certifications / Other Qualifications Any Relevant Certification	
BUSINESS ANALYSIS	Advanced	Building Customer Value	Basic
PARTNER MANAGEMENT	Advanced	Delivering Results & Fostering Collaboration	Basic
SLA & CEX MONITORING	Expert	Shaping Strategy	Basic
SPECIALISED RESOLUTION	Advanced	Driving Change	Basic

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		Networking and Influencing Collaboratively Leading Teams	Basic Basic	
Competency Level (Reference Range)	Basic Low	Intermediate	Advanced	Expert High