

ROLE PROFILE

Position Title: Engineer Software Assurance	Reporting to: Manager Software Assurance
Business Unit: Technology	
Division: Technology Service Assurance	Department: Software Assurance

A. ROLE AND CONTEXT

Purpose: The role will be the primary Focal Point for Fault Management, Customer complaints Handling, Configuration Implementation, and Performance Monitoring across all Software Applications, and ancillaries, undertaking cause analysis of customer tickets, solving tickets or reassigning to relevant Technology teams where required and ensures the OLA & SLA are well met	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.
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B. ROLE ACCOUNTABILITIES

• Develop software solutions to automate & digitalize Technology Assurance scope of work.
• Executes the root cause analysis of trouble-tickets, systems and applications incidents and the development of initiatives to perform proactive maintenance.
• Undertakes services provisioning and configuration in close coordination with relevant Technology and Commercial BU teams.
• Liaises with vendors when required to solve customer complaints.
• Ensures to deliver the service within the agreed scope, meet the schedules and liaison with the vendors and Ooredoo BUs.
• Use management and diagnostic tools and processes to measure impacts of the incidents on the business and defined SLAs.
• Defines the priority to resolve problems.
• Manage incident/problem relationship and Coordinate with change and release management process.
• Works with problem management to proactively reduce the number of incidents ensure the correct level and number of resources are resolving specific problems.
• Monitors and manages of own KPIs in order to meet defined targets, and manages timely reporting of KPIs to Performance Management.
• Analyses overall incidents and trouble ticket statistics at regular intervals (weekly, monthly), to identify trends/ patterns.
• Script development and debugging of Software Applications in close coordination with relevant technology and commercial teams
• Adherence to safety precautions by using properly the security tools and operations for SOC, in line with guidelines by security department
• Provide technical assistance to Service Assurance team whenever required
• Monitor the performance of the Software platforms according to predefined thresholds and implement re-configurations to minimize performance degradations.
• Conduct maintenance routine schedules as per applications owner recommendations

C. SCOPE AND INTERACTIONS

Direct Revenue Responsibility: No	Primary Interactions (Internal/External)
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Direct Budget Responsibility: No Direct People Management Responsibility: No	Internal Relationships: Cross Functional	External Relationships: Vendors Business Partners Customers
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D. KEY PERFORMANCE INDICATORS (KPI)

- OSS related projects delivery and assurance
- Time for resolution of Level 2 & Level 3 platforms support issues
- Digitalization of Software SOC environment and processes
- Number of faults/failures resolved (Proactive/Reactive Resolution)

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills	Minimum Entry Qualifications
5 years' experience in a similar role. Experience in ICT Operations environment	Bachelor's Degree in Telecom or Computer & Communications or Electrical & Electronics Engineering Preferred Certifications / Other Qualifications Any relevant certifications

<u>Technical Competencies</u>	<u>Required Level</u>	<u>Behavioural Competencies</u>	<u>Required Level</u>
CONFIGURATION MANAGEMENT	Basic	Customer Focus	Intermediate
SPECIALISED RESOLUTION	Basic	Creative Thinking	Intermediate
SLA & CEX MONITORING	Basic	Quality and Continuous Improvement	Intermediate
ANALYTICS	Basic	Promoting Teamwork	Intermediate
Competency Level (Reference Range)			
Basic Intermediate Advanced Expert			
Low >----->----->----->High			