

ROLE PROFILE

Position Title: Engineer	Reporting to: Assistant Manager Mobile Operations
Business Unit: Technology	
Division: Active & Core	Department: Active Optimization

A. ROLE AND CONTEXT

Purpose: The RAN O&M Engineer is responsible for the day-to-day troubleshooting and maintenance of radio access network elements to ensure uninterrupted service and optimal network performance. They execute preventive and corrective maintenance activities, respond to network faults and alarms, and support upgrades, changes, and continuous improvement initiatives across the live network.	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 is responsible for the optimisation and efficiency of mobile (macro, metro, micro, femtocell, and picocells) and fixed (converged) active network in terms of capacity, coverage and QoS
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B. ROLE ACCOUNTABILITIES

- Drives operation & maintenance activities for Radio access network (2G BSC/BTS, 4G eNodeB, and 5G gNodeB and other related elements). - Execute approved configuration changes across all RATs including feature activations in line with change management procedures. - Support software upgrade and patch deployments across BSCs, eNodeBs, and gNodeBs by preparing pre-checks, backing up configurations, monitoring execution, and performing post-upgrade validation to confirm service stability. - Maintain accurate and up-to-date network documentation including node configurations, site databases, alarm histories, change logs, and inventory records across all technologies to ensure operational continuity and audit readiness. - Conduct periodic site visits to perform physical inspections across multi-technology sites, verify radio unit and antenna system health, and carry out corrective tasks. Coordinate with the NOC, field maintenance teams, and vendors to track open trouble tickets across all RATs, follow up on spare parts and replacement activities, and ensure preventive and corrective maintenance tasks are closed within agreed SLA timelines.	
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C. SCOPE AND INTERACTIONS

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

- Network operational KPIs including availability, MTTR, and service reliability.
- Meeting fault rectification SLAs.
- Timely NW upgrades and maintenance.

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills

5 years' experience in radio access network operations and maintenance in a live commercial network.

Experience and deep knowledge in Ericsson and Huawei NEs and ENMs

Minimum Entry Qualifications

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>
Active O&M	Advanced	Customer Focus	Intermediate
PARTNER MANAGEMENT	Intermediate	Creative Thinking	Intermediate
PLANNING + (P&L FIT)	Intermediate	Quality and Continuous Improvement	Intermediate
PROJECT MANAGEMENT	Intermediate	Promoting Teamwork	Intermediate
Competency Level (Reference Range)	Basic Low >----->	Intermediate >----->	Advanced >-----> Expert >----->High