

# ROLE PROFILE

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| <b>Position Title:</b> Senior Manager Managed Service - Connectivity | <b>Reporting to:</b> Assistant Director Managed Services |
| <b>Business Unit:</b> Business                                       |  |
| <b>Division:</b> Business Solutions                                  | <b>Department:</b> Managed Services                      |

## A. ROLE AND CONTEXT

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| <p><b>Purpose:</b><br/>This role is responsible for managing the design, deployment, and ongoing delivery of both customized connectivity solutions. This role focuses on providing end-to-end managed services for enterprise clients, ensuring seamless and secure network connectivity, including WAN, LAN, VPN, SD-WAN, and other network solutions tailored to specific client needs. Collaborates with the product team to promote and expand the adoption of standard managed connectivity services, increasing Ooredoo's market presence and ensuring solutions evolve to meet customer demands. This techno-commercial role requires a balanced approach, blending technical expertise in designing bespoke solutions with a commercial mindset to align off-the-shelf products with business objectives. Leads a team of connectivity experts and works closely with cross-functional teams, including sales, product development, and operations, to ensure the efficient, scalable, and profitable delivery of managed connectivity services</p> | <p><b>Functional Context:</b><br/>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. modes: responding to specific partnership requests from other departments (e.g., Product Hub, Professional Services) and proactively scouting partners based on industry trends and market opportunities. The Managed Services department is an integral revenue growth area to the newly created business solution division focused initially on providing services in the established managed connectivity and security areas and mandated with overall growth in revenue and in further new domains such as cloud. Whereas the professional services team is the overall lead in acquisition and delivery of projects, the managed services team is focused on offering and maintaining managed services as on-going customer services (recurring revenues). OQ is sending a strong signal to the enterprise market by giving focus to the managed services domain as a means to enhance customer value and engagement continuously with the OQ quality of service, and for that, the Managed services team is responsible for building and delivering that quality.</p> |
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## B. ROLE ACCOUNTABILITIES

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| <ul style="list-style-type: none"> <li>• Lead technical consulting engagements with enterprise customers, identifying their connectivity needs and assessing current network infrastructures to recommend appropriate solutions.</li> <li>• Design customized connectivity solutions based on specific business requirements, utilizing technologies such as WAN, LAN, VPN, MPLS, and SD-WAN to ensure secure, scalable, and high-performance networks.</li> <li>• Provide cloud connectivity solutions, integrating on-premise infrastructure with public cloud services (e.g., AWS, Azure, Google Cloud) through Direct Connect, ExpressRoute, and IPsec VPNs, ensuring seamless interoperability between on-premise and cloud environments.</li> <li>• Collaborate with account management teams to deliver technical workshops and deep-dive assessments with customers, evaluating their network environments, and traffic patterns to tailor the design and technical proposal.</li> <li>• Develop detailed technical proposals, including network architecture diagrams, capacity planning, redundancy plans, and security measures, ensuring that all aspects of the solution align with both technical and business goals.</li> <li>• Provide expertise in network automation and orchestration technologies (e.g., SDN), enabling the dynamic management of large-scale enterprise networks while reducing operational complexity.</li> <li>• Support the product team in the promotion of Ooredoo's standardized managed connectivity services, including SD-WAN, VPN, and cloud-based networking solutions, ensuring that products align with market demand and customer needs.</li> <li>• Provide technical validation and input during the development of new connectivity products, ensuring they are designed to meet enterprise-grade performance, security, and scalability standards.</li> <li>• Position standardized offerings during pre-sales engagements by showcasing their flexibility, cost-effectiveness, and ease of integration into existing IT infrastructures, helping clients choose the best solution based on their requirements.</li> </ul> |
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# ROLE PROFILE

- Oversee the technical deployment of customized connectivity solutions, managing the implementation of WAN, LAN, SD-WAN, and MPLS networks to ensure they meet the agreed technical specifications and customer expectations.
- Ensure that all connectivity solutions are secure, scalable, and optimized for performance, using technologies such as firewalls, intrusion prevention systems (IPS), network segmentation, and encryption protocols (e.g., IPSec, TLS).
- Collaborate with professional services team to lead the integration of network solutions with customers' broader IT ecosystems, ensuring compatibility with virtualized environments, hyper-converged infrastructure (HCI), and cloud-native services.
- Collaborate with professional services team and operations during solution deployment, ensuring efficient troubleshooting and optimization of the deployed infrastructure.
- Ensure compliance with industry standards such as ISO 27001, PCI-DSS, and GDPR in all deployed solutions, conducting security audits and vulnerability assessments to safeguard customer networks.
- Advise enterprise clients on advanced connectivity solutions such as Software-Defined Wide Area Networking (SD-WAN), helping customers benefit from the agility, cost-efficiency, and improved performance of these technologies.
- Implement multi-cloud and hybrid cloud connectivity strategies, enabling customers to securely and seamlessly connect their on-premise environments to multiple public clouds.
- Lead the deployment of network function virtualization (NFV) solutions, enabling customers to dynamically scale their network services while reducing reliance on physical infrastructure.
- Stay at the forefront of technological advancements in connectivity, including 5G network integration, IoT connectivity, and edge computing, ensuring Ooredoo's managed services remain cutting-edge.
- Work closely with sales, product development, and operations teams to ensure a seamless handover from pre-sales to implementation, guaranteeing that designed solutions are executed with technical precision.
- Provide input on pricing strategies for both customized and standardized solutions, ensuring they are competitive in the market while achieving profitability goals.
- Support the contract negotiation process by delivering technical input, defining the scope of work, and ensuring timelines are realistic and achievable based on the complexity of the solution.
- Serve as the primary technical advisor for customers during both the pre-sales and deployment stages, ensuring long-term satisfaction with Ooredoo's services.
- Conduct regular technical reviews with clients post-deployment, ensuring that solutions continue to meet evolving business needs and identifying opportunities for service upgrades or additional services.
- Provide ongoing technical support and troubleshooting for deployed connectivity solutions, ensuring the highest standards of service availability, performance, and security.
- Collaborate with Business Accounts to support pre-sales activities by delivering tailored demonstrations of connectivity solutions and assisting with RFX preparations.
- Partner with Delivery and Operations teams to review connectivity service status, proactively addressing risks and keeping customers updated on changes.
- Work with the Product team to explore emerging network technologies and drive business growth in areas such as SD-WAN, IoT, and cloud networking.
- Coordinate with Contract Management to develop standardized T&Cs and contractual requirements for customers and vendors.

## C. SCOPE AND INTERACTIONS

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| <b>Direct Revenue Responsibility:</b> Yes<br><b>Direct Budget Responsibility:</b> Yes<br><b>Direct People Management Responsibility:</b> Yes | <b>Primary Interactions (Internal/External)</b>    |   |
|  | <b>Internal Relationships:</b><br>Cross Functional | <b>External Relationships:</b><br>Customers<br>Business Partners<br>Vendors |

## D. KEY PERFORMANCE INDICATORS (KPI)

# ROLE PROFILE

- Proposal Conversion Rate: Percentage of pre-sales proposals converted into signed contracts.
- Solution Design Accuracy: Timely and accurate delivery of network solutions within scope and budget.
- Revenue Growth: Revenue generated from customized and standardized connectivity services.
- Customer Satisfaction (CSAT): Client feedback on pre-sales consulting, service quality, and performance.
- Business Case Profitability: Percentage of business cases that result in improved profitability and cost savings for both the customer and Ooredoo.
- Product Adoption Rate: Increase in the adoption of standardized connectivity solutions.

## E. EXPERIENCE, QUALIFICATIONS AND SKILLS

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| <p><b>Minimum Experience, Essential Knowledge &amp; Skills</b><br/>         10 years' experience in a similar role.<br/>         Expertise in Managed Connectivity Services architecture is a must, consulting, or pre-sales within a telecommunications provider, managed services company, or network technology vendor. Experience in scaling business and driving growth in the Qatari market is highly desirable.<br/>         Additionally, a strong working knowledge of the latest developments in network infrastructure, including cloud connectivity, SD-WAN, and network security, as well as familiarity with compliance and regulatory requirements, is a significant advantage.</p> | <p><b>Minimum Entry Qualifications</b><br/>         Bachelor's Degree in Computer Science or Engineering</p> <p><b>Preferred Certifications / Other Qualifications</b><br/>         Certifications such as CCNP, SD-WAN, Cisco Certified Internetwork Expert (CCIE), AWS Certified Advanced Networking, or Certified Information Systems Security Professional (CISSP) are highly desirable.</p> |
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| Technical Competencies             | Required Level | Behavioural Competencies                     | Required Level             |
|------------------------------------|----------------|--|----------------------------|
| PRODUCT DEVELOPMENT & MANAGEMENT   | Expert         | Building Customer Value                      | Intermediate               |
| CONNECTIVITY PRESALES              | Expert         | Delivering Results & Fostering Collaboration | Intermediate               |
| PRICING                            | Advanced       | Shaping Strategy                             | Intermediate               |
| PLANNING + (P&L FIT)               | Advanced       | Driving Change                               | Basic                      |
|                                    |                | Networking and Influencing Collaboratively   | Basic                      |
|                                    |                | Leading Teams                                | Basic                      |
| Competency Level (Reference Range) | Basic<br>Low   | Intermediate                                 | Advanced<br>Expert<br>High |