

ROLE PROFILE

Position Title: Assistant Director - IP Networks, VAS and IoT O&M	Reporting to: Director Active & Core - O&M
Business Unit: Technology	
Division: Active & Core	Department: Active & Core O&M

A. ROLE AND CONTEXT

Purpose: This role is responsible to define, develop and maintain the full Portfolio of IP Networks, VAS and IoT Services offered by OQ and ensure they meet the needs of our differing customer segments. Requires strategic engagement with B2B, B2C and Internal Teams, helping to decide roadmaps based on best in class technology options. Accountable for operation and maintenance to ensure best in class service availability and performance.	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 Active division is responsible for the plan, technical design, implementation, and O&M including new/change requests for RAN, Fixed Access, IP Network, Transmission, Tetra, Core Networks, VAS, Submarine Cables etc
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B. ROLE ACCOUNTABILITIES

• Manage the Operations and Maintenance teams engaged in the 24x7 support of IP Networks, VAS and IoT Systems • Escalation point for all Service Assurance and Fulfilments related to IP Network, VAS and IoT O&M Teams • Maintain the network with highest availability and performance metrics • Lead a continuous improvement framework to evolve the network • Responsible for overall process of Customer onboarding, deployment and support • Ensuring timely submission of technology blue prints and participation in tenders and RFP's to support business • Ensure compliance to the various certifications e.g. ISO27001, ISO22301, ISO20000, Tier 3 certifications, BCMS etc. • Provide Inputs to Strategy discussion and planning • Pre-sales customer solution validation and technical support on projects including architecture and customer services transition • Manage vendor contracts and SLA's to ensure there is proper back to back support • Proactively managing the innovation funnel by seeking opportunities to incorporate emerging/new technology, products, partnerships and business opportunities. • Manage the technology end of support cycles and upgrade programs • Manage the network changes with 100% success rates • Manage the incident and problem management • Lead the root cause analysis and conduct detailed post mortem for major incidents • Identify and implement optimizations to extract the best value out of the deployed assets • Track key customer experience KPI's and continuously optimize the network for best results • DR planning and validation • Build and lead a collaborative team capable of dealing with diverse and complex technologies while focusing on a customer driven delivery model. • Role Model for Agile Leadership
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C. SCOPE AND INTERACTIONS

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

D. KEY PERFORMANCE INDICATORS (KPI)

- High Availability
 - Change Success Rates
 - Mean Time to Repair
 - Completion of Expansion projects and customer migrations on time
- Cost Optimisation: CAPEX and OPEX

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills 12 years' experience in a similar role Experience managing large IP Networks ICT background with a proven track record Experience managing 24x7 Technical support Team Strong leadership qualities with exceptional verbal and written communication skills and interpersonal capabilities. Substantial knowledge of industry trends, innovators, key vendors and decision makers. Strong business acumen and a definite strategic thinker who can demonstrate high level of commercial and emotional intelligence Proven high-level influencing and leadership skills able to develop and motivate colleagues remotely in virtual teams.	Minimum Entry Qualifications Bachelor's Degree in Telecom or Computer & Communications or Electrical & Electronics Engineering Preferred Certifications / Other Qualifications Post graduate IT, engineering, or technology related degree from a recognized university Any relevant industry certifications
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<u>Technical Competencies</u>	<u>Required Level</u>	<u>Behavioural Competencies</u>	<u>Required Level</u>
IOT PLATFORM MANAGEMENT	Expert	Building Customer Value	Intermediate
IP Networks	Expert	Delivering Results & Fostering Collaboration	Intermediate
CLOUD PLATFORM MANAGEMENT	Expert	Shaping Strategy	Intermediate
VAS Platforms	Expert	Driving Change	Intermediate
TECHNOLOGY STRATEGY	Advanced	Networking and Influencing Collaboratively	Intermediate
PARTNER MANAGEMENT	Advanced	Leading Teams	Intermediate
PLANNING + (P&L FIT)	Advanced		
PROJECT MANAGEMENT	Advanced		
Competency Level (Reference Range)	Basic	Intermediate	Advanced
	Low	High	High