

ROLE PROFILE

Position Title: Senior Analyst Technical Architecture	Reporting to: Senior Manager Customer Network Solutions
Business Unit: Business	
Division: Business Operations & Services	Department: Service Delivery & Assurance

A. ROLE AND CONTEXT

Purpose:

This role is responsible for handling Customer Network Solutions and working towards refining and provision the services for Ooredoo's B2B customers as per KPI commitments

Functional Context:

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. The department ensures that Ooredoo meets its customer experience targets and obligations in delivery of B2B services as per Ooredoo's commercial commitments which are set out in customer contracts, SLA's and by the telecoms regulator, avoiding any financial penalties but being accountable for any incurred. Undertake regular reviews of the Customer Satisfaction results in order to initiate improvements. The team leads and directs the Delivery and Assurance of the Customer Experience strategy to achieve Ooredoo's long-term technical, strategic, cost containment / reduction and customer satisfaction goals.

B. ROLE ACCOUNTABILITIES

<ul style="list-style-type: none"> • Analyse requirements and translate network design from HLD to LLD. • Provide network design solutions as per Proof-of-Concept testing/implementation specifications and guidelines, and solution documents. • Conduct Type testing and Solution/Device POC • Designing templates for service provisioning for telecom connectivity and B2B ICT products. • Design & implement Managed LAN solutions with wired and wireless (access points & indoor/outdoor wireless controller) switching network using multi-vendor solutions. • Design & implement SDWAN Solutions (Cisco, Fortinet, VMware, Huawei and other OEM solution) • Work with Managed service teams on Leads and opportunity to understand customer requirements, propose technical solutions and validate the HLD. • Work with Managed service team on solution testing, platform deployment. • Responsible for service provisioning according to SLAs defined and committed with customer. • Provides the Service Management team support for business projects. • Responsible for ensuring all managed service platforms are updated as per OEM recommendations or as instructed by other regulatory and compliance bodies. All other duties as assigned by Line manager and management team.

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

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D. KEY PERFORMANCE INDICATORS (KPI)

- Delivery of services within specified time, budget and KPI's
- Customer satisfaction / Internal client feedback
- Timeliness and effectiveness on all aspects of delivery (solutions architecture, configuration and provisioning)

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills	Minimum Entry Qualifications
<p>5 years' experience in a similar role.</p> <p>Experience in Service configuration / provisioning in a telecom environment. Excellent knowledge of standard IPVPN services over MPLS and working experience of Routing and Switching technologies, like BGP, MPLS, OSPF, Multicast, QoS, IP Routing, VLAN, STP, VTP, Ether Channel. Knowledge of basic functionalities of Routers (e.g. 800, 2900, 3600 and ASR series) and Switches (e.g. ME 3400, 3560, 3700 series).</p>	<p>Bachelor's Degree in Telecom or Computer & Communications or Telecom Engineering</p> <p>Preferred Certifications / Other Qualifications</p> <p>Any relevant certifications</p>

Technical Competencies	Required Level	Behavioural Competencies	Required Level
CONFIGURATION MANAGEMENT	Basic	Customer Focus	Advanced
TECHNOLOGY ARCHITECTURE	Intermediate	Creative Thinking	Advanced
OPERATIONAL READINESS	Intermediate	Quality and Continuous Improvement	Advanced
MANAGED CUSTOMER NETWORKS	Intermediate	Promoting Teamwork	Advanced
CUSTOMER SERVICE DELIVERY	Intermediate		
Competency Level (Reference Range)	Basic Low >----->	Intermediate ----->	Advanced ----->
			Expert ----->High