

ROLE PROFILE

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

A. ROLE AND CONTEXT

Purpose: The RAN Senior Engineer (O&M) is responsible for ensuring the continuous availability, stability, and optimal performance of the live radio access network through proactive monitoring, fault management, and resolution of complex technical issues, ensuring optimum performance and availability	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 (BTS, BSCs, and other related NEs). • Lead and coordinate field teams during site visits, equipment installations, preventive maintenance activities, and emergency restorations • Manage vendor and third-party coordination on-site for fault resolution, spare parts delivery, and acceptance of completed work • Follow up network alarms, KPIs, and fault management dashboards from the operations center to trigger corrective actions • Plan and track preventive maintenance schedules, software upgrade rollouts, and change requests to minimize unplanned outages • Ensures the timely delivery of planned activities and in-house projects. • Own the reporting and governance of O&M KPIs such as site availability, mean time to repair, and maintenance backlog
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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)	
	Internal Relationships: Cross Functional	External Relationships: Vendors Business Partners

D. KEY PERFORMANCE INDICATORS (KPI)

• Network downtime / availability • Number of Network faults • Time for resolution of faults (MTTR) • Compliance with performance KPI's • Successful change roll-out (%)
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E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills

5 years' experience in a similar role.
Experience in the telecommunications field,
operations and maintenance of Transport networks

Minimum Entry Qualifications

Bachelor's Degree in Telecom or Computer & Communications or
Electrical & Electronics Engineering
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Preferred Certifications / Other Qualifications

Any relevant certifications or advanced qualifications.

<u>Technical Competencies</u>	<u>Required Level</u>	<u>Behavioural Competencies</u>	<u>Required Level</u>
ACTIVE O&M	Intermediate	Customer Focus	Advanced
PARTNER MANAGEMENT	Intermediate	Creative Thinking	Advanced
PLANNING + (P&L FIT)	Intermediate	Quality and Continuous Improvement	Advanced
SPECIALISED RESOLUTION	Basic	Promoting Teamwork	Advanced
PROJECT MANAGEMENT	Intermediate		
Competency Level (Reference Range)	Basic Low >----->	Intermediate >----->	Advanced >----->
			Expert >----->High