

ROLE PROFILE

Position Title: Director Infrastructure	Reporting to: Senior Director IT
Business Unit: Technology	
Division: IT	Department: Infrastructure & IT Helpdesk

A. ROLE AND CONTEXT

Purpose: This role is responsible for leading the plan, technical design, implementation, and modification including new and change requests for IaaS. The role is also responsible for the consolidation of distributed IaaS efforts and the implementation of multi cloud architecture. The role holder also monitors the operations of IaaS elements including networking, storage, servers, virtualization / containerization, cloud computing	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. This division is responsible for the plan, technical design, implementation, and modification including new and change requests for IaaS and ICT Platforms & for monitoring the operations including networking, storage, servers, virtualization / containerization, cloud computing. The division is also responsible for effectively managing the Internal IT Helpdesk.
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B. ROLE ACCOUNTABILITIES

<ul style="list-style-type: none"> Manages planning, technical design, implementation, and modification including new and change requests for IaaS and ICT Platforms. Oversees and involves in the partnerships with global cloud players (Amazon Web Services, Microsoft, Alibaba, etc). Manages and leads the consolidation of distributed IaaS efforts. Monitors the operations of IaaS elements including networking, storage, servers, virtualization / containerization, cloud computing to ensure its effective operations. Oversees the provision of level 3 customer support and service onboarding for enterprise customers. Monitors the development and maintenance of ICT Platform plan and architecture in alignment with the overall IaaS architecture and technology strategy. Oversees the definition of requirements for vendor and partner selections and leads technical discussions in vendor / partnership negotiations; leads the collaboration with Procurement throughout the sourcing process; leads vendor / partner management on an ongoing basis. Applies professional project management tools and techniques for effective management of IaaS and ICT projects. Makes all critical decisions regarding new projects such as scope changes, resource plans and implementation schedules in conjunction with department manager. Leads the documentation of IaaS and ICT elements. Leads the process of monitoring and management of own division KPIs in order to meet defined targets, and manages timely reporting of KPIs to Performance Management. Formulates annual operational plans and budgets for own area and ensures its effective execution after approval; owns and oversees division P&L. Serves as a subject matter expert for all issues relating to IaaS and ICT.

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)

- TTM on delivery of new products and configuration changes
- Up-to-date documentation of IaaS elements
- Service downtime
- Cost of system development/ support per subscriber
- Timely completion and quality of IaaS Operation projects
- Time used for service onboarding
- Resolution time of Level 3 customer support issues

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills 12 years' experience in a similar role. Significant experience in the Telecommunications Industry, demonstrating solid understanding of Telecom Business Models, Operating Environments and Processes across Technology, Sales, Marketing, Customer Care, Finance, Regulatory and Legal and Telecom BSS/OSS Information Technology and Software Systems Ability to demonstrate subject matter expert level expertise in the areas of infrastructure, IaaS platforms Proven experience in Planning, design, and deployment of: Data center, IaaS, Edge computing etc Good working knowledge and past experience on Program/Project Management practices, Team Leading, Vendor Management, Contract Management and infrastructure planning & Designing Cultural awareness and past experience working in Middle-East and/or in Qatar and understanding of Middle-East/Qatar market dynamics is considered a plus	Minimum Entry Qualifications Bachelor's Degree in Telecom or Computer & Communications or Electrical & Electronics Engineering Preferred Certifications / Other Qualifications Post Graduation or Certifications on a relevant stream of study.
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<u>Technical Competencies</u>	<u>Required Level</u>	<u>Behavioural Competencies</u>	<u>Required Level</u>
IaaS Plan, Design & Deployment	Expert	Building Customer Value	Intermediate
CONTAINERISATION	Expert	Delivering Results & Fostering Collaboration	Intermediate
GLOBAL CLOUD PROVIDERS INTEGRATION	Expert	Shaping Strategy	Intermediate
IAAS ONBOARDING	Expert	Driving Change	Intermediate
IAAS O&M	Expert	Networking and Influencing Collaboratively	Intermediate
TECHNOLOGY STRATEGY	Expert	Leading Teams	Intermediate
PLANNING + (P&L FIT)	Expert		
Competency Level (Reference Range)	Basic Low	Intermediate	Advanced Expert High