

# ROLE PROFILE

<b>Position Title:</b> Manager Service Assurance	<b>Reporting to:</b> Senior Manager Service Assurance
<b>Business Unit:</b> Business	
<b>Division:</b> Business Operations & Services	<b>Department:</b> Service Delivery & Assurance

## A. ROLE AND CONTEXT

<b>Purpose:</b> The role is responsible to strategize and operationally enable the support of all Business Customers services and change requests. The role is also responsible to consistently meet & exceed Ooredoo's Business Customers' expectations as defined in the customer contracts, SLAs and by the telecom's regulator, avoiding any financial penalties. The role involves a high level of operational efficiency and commitment to maintain Ooredoo's leadership status in the market.	<b>Functional Context:</b> 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.
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## B. ROLE ACCOUNTABILITIES

- Manage a team on all aspects of Service Assurance (Service Desk, Incident/Problem/Change/Quality/SLA Management).
- Effectively Manage the Maintenance team, dedicated for B2B customers, for all the Simple and Complex Telecom Products in Ooredoo's Portfolio. The products include various Complex products like VPN, Internet VPN, MPLS, IPT, Tetra, Cloud services, managed Services, Managed security, BMS, PRIs, SIP-T and other simple products like Direct Lines, OTV, FBB, MBB etc
- Ensure that Ooredoo meets its customer experience targets and obligations in service assurance as per commercial commitments, which are set out in customer contracts, SLAs and by the telecom's regulator, avoiding any financial penalties but being accountable for any incurred.
- Undertake regular reviews of the Customer Satisfaction results to initiate improvements.
- Maintain an overview of service activity across the company and work to gain wider knowledge of service issues.
- Reviews and analyses existing systems and procedures to ensure optimum use of the technical and manpower resources to achieve the desired goal.
- Mobilize the teams, internal and external, to meet quantitative targets (e.g. - mean time to restore, mean time to resolve, SLA & QoS values etc.).
- Review team performance and allocation to maintain desired Customer service levels
- Manage relationships with internal departments and vendors to ensure the high availability of customer services
- Monitor the quality of job and level of the Key-customer satisfaction. Provides periodic guidance to the work-force, based on the feedback from our Premium customers
- Induction, Training and retention of the Service Desk team
- Provide periodic statistics and reports to higher management, which indicate any Service Assurance improvements.
- Provide Quality and SLA statistics for Customer services to relevant departments (Service Management, Sales)
- Periodic reviews with Suppliers along with their SLAs and contractual commitments.

## C. SCOPE AND INTERACTIONS

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

# ROLE PROFILE

		Business Partners Customers
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## D. KEY PERFORMANCE INDICATORS (KPI)

- Resolution of incidents/problems within specified time, budget and KPIs
- Ensure high availability of customer services
- Customer satisfaction / Internal client feedback
- Change requests executed within committed SLA

## E. EXPERIENCE, QUALIFICATIONS AND SKILLS

<b>Minimum Experience, Essential Knowledge &amp; Skills</b>	<b>Minimum Entry Qualifications</b>
<p>10 years' experience in a similar role.</p> <p>Experience in a telecommunications industry of which 4 years managing a Service Assurance team.</p> <p>Knowledge of B2B Telecom products and latest technology trends.</p> <p>Extensive experience in the day-to-day management of a highly-skilled technical work force</p> <p>Excellent ability to manage multiple high priority efforts/competing priorities and flexibility to adjust to changing requirements, schedules and priorities.</p> <p>Excellent written and verbal communication skills with multiple levels of the organization, including interaction with senior level stakeholders, internal and external.</p> <p>Strong influencing and relationship management skills.</p> <p>Self-driven and resourceful to achieve goals independently as well as take the team to the next level.</p> <p>Ability to understand complex business processes and technical environments.</p> <p>High level of IT literacy.</p> <p>Knowledge of OSS and BSS Applications/Tools</p> <p>ITIL Full lifecycle awareness</p>	<p>Bachelor's Degree in Business Administration or Computer &amp; Communications or Engineering</p> <p><b>Preferred Certifications / Other Qualifications</b></p> <p>Preferably ITIL V.4 intermediate/expert Certification level. Masters in Business administration PMP certified</p>

<b>Technical Competencies</b>	<b>Required Level</b>	<b>Behavioural Competencies</b>	<b>Required Level</b>
DISPUTE MANAGEMENT	Intermediate	Building Customer Value	Intermediate
CUSTOMER SERVICE DELIVERY	Intermediate	Delivering Results & Fostering Collaboration	Intermediate
CUSTOMER SERVICE MANAGEMENT	Intermediate	Shaping Strategy	Intermediate
ITIL PROCESSES	Intermediate	Driving Change	Basic
SERVICE MONITORING & SUPPORT	Advanced	Networking and Influencing Collaboratively	Basic
SLA & CEX MONITORING	Intermediate	Leading Teams	Basic
<b>Competency Level (Reference Range)</b>	<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
	<b>Low</b>	<b>High</b>	<b>High</b>