

ROLE PROFILE

Position Title: Network Administrator	Reporting to: Senior Manager Mobile, Fixed Core & IP Networks
Business Unit: Technology	
Division: Active & Core	Department: Active & Core - O&M

A. ROLE AND CONTEXT

Purpose: This role is responsible executing end-end troubleshooting, configuration changes and optimization of all IP/Packet based transport networks, 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 operation and maintenance of mobile (macro, metro, micro, femtocell, and picocells) and fixed (converged) active network in terms of day-day on-ground management
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B. ROLE ACCOUNTABILITIES

<ul style="list-style-type: none"> Performs operation & maintenance activities for IP/Packet based transport networks (MPLS Backbone, R4 Network, ISP Network, IT DC) 24x7 Incident management and troubleshooting of network faults / incidents Problem management to identify root cause of incidents and make action plan to avoid recurrence of similar incidents in future Evaluate and implement configuration changes on networks with high success rates Works towards the timely delivery of planned activities that affect service (degradation /interruption) to minimize negative impact on the end user. Executes the clearance of all network health reports or observations generated by NOC or Performance and Compliance in the shortest time. Reviews optimization of network resources to ensure no congestion/bottlenecks in the packet network. Communicates periodic status reports to direct management and escalates any potential issues related to customer complaints and network abnormality. Performs packet based performance analysis and identifies need for upgrade of networks in close collaboration with Design team, and retirement of legacy networks.

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: Business Partners Vendors

D. KEY PERFORMANCE INDICATORS (KPI)

<ul style="list-style-type: none"> Network downtime / availability Number of Network faults

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- Time for resolution of faults (MTTR)
- Compliance with performance KPI's
- Successful change roll-out (%)

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills	Minimum Entry Qualifications
5 years' experience in a similar role.	Bachelor's Degree in Telecom or Computer & Communications or
Experience in the telecommunications field, operations and maintenance of Transport networks	Electrical & Electronics Engineering
	Preferred Certifications / Other Qualifications
	CCIE / JNCIE Certifications preferred

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