

# ROLE PROFILE

<b>Position Title:</b> Manager Service Design	<b>Reporting to:</b> Director Service Delivery & 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> This role is responsible to be the Design Authority for the end to end technical and service solution for all Telecom simple, complex and ICT based product solutions sold to Customers, either in a single geography or with global requirements.	<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 initiative 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

<ul style="list-style-type: none"> <li>• Acts Responsible for providing subject matter expertise for solutions within several of the following Ooredoo Enterprise portfolio areas:</li> <li>• o WAN, SDWAN, LAN and Wi-Fi.</li> <li>• o Unified Communications and Collaboration.</li> <li>• o Managed Security.</li> <li>• o Storage and Hosted services.</li> <li>• o SaaS and IaaS.</li> <li>• o IoT/M2M.</li> <li>• Acts responsible for responding to requests for new product launches and technology-derived solutions for B2B Customers.</li> <li>• Acts as the Solution Authority for solutions that may be a part of a standalone opportunity or may represent a design tower in a larger complex solution where the role holder will work and engage with the Bid, Pricing, Commercial, Legal, Delivery, Assurance and Account Management teams within Ooredoo.</li> <li>• Works closely with other departments within Ooredoo to ensure the Service Delivery and Service Assurance operational readiness for new Products This will include, but is not limited to, process documentation, system tools for provisioning and assurance, training.</li> <li>• Analyses requirements and translates these requirements to network design solutions, Proof of Concept testing/implementation specifications and guidelines, designing HLD, LLD, provisioning and solution documents.</li> <li>• Supports the Product Managers in launching new products and arrange the required process documentation, system tools for provisioning and assurance and training.</li> <li>• Acts responsible for the definition and implementation of the end-to-end process for service provisioning and service assurance according to defined and agreed SLAs and OLAs.</li> <li>• Assists in developing, designing and planning the transformation and evolution roadmap from Telecom connectivity to ICT products such as UCC, Managed Security, SaaS, IaaS, IoT, M2M, Cloud Services.</li> <li>• Design SDWAN solutions with on premise, cloud and hybrid (controller) network using multi-vendor solutions</li> </ul>
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<ul style="list-style-type: none"> <li>Provides the Service Management team support for business projects.</li> <li>This role has a significant impact on the customer satisfaction index – if installation services are not carried out in a secure manner it could affect Ooredoo's business standing in the market, damage its reputation and reduce customer uptake and retention.</li> <li>The role has a serious but indirect impact in terms of the standard of installation services given to business customers. The standard of these services influence customer uptake / retention, which in turn impacts on costs and profits.</li> <li>Optimize resources and identify cost saving in operations.</li> <li>Independently resolves issues in relation to day to day activities within own area and team. More complex problems would be resolved in consultation with superior.</li> <li>Implement a problem resolution strategy and plan resource allocation aiming to minimize problem resolution time.</li> <li>Ensures all issues are reported timely and accurately, and ensure all issues are solved within permitted timeframe.</li> <li>Ensuring service standards to maintain Ooredoo's reputation and ensure customer satisfaction</li> <li>Solutions for reported problems regarding installation work.</li> <li>Organise and plan own time / workload to meet deadlines and avoid workload conflicts</li> <li>Ensure reasonable and efficient use of time, manpower, technical resources and communication in order to provide accurate and timely information</li> <li>and to meet project deadlines</li> <li>Develop plans and procedures to implement activities to improve quality and efficiency of the department</li> </ul>
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## 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> <table> <tr> <td><b>Internal Relationships:</b> Cross Functional</td><td><b>External Relationships:</b> Vendors Business Partners</td></tr> </table>	<b>Internal Relationships:</b> Cross Functional	<b>External Relationships:</b> Vendors Business Partners
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## D. KEY PERFORMANCE INDICATORS (KPI)

<ul style="list-style-type: none"> <li>Reduced time to resolve incidents.</li> <li>Improved customer experience.</li> <li>Improved operational efficiencies and optimum processes.</li> <li>Documentations of all work instructions and operations processes.</li> </ul>
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## E. EXPERIENCE, QUALIFICATIONS AND SKILLS

<b><u>Minimum Experience, Essential Knowledge &amp; Skills</u></b> 10 years' experience in a similar role. Experience in a technical Delivery environment preferably in the Telecommunications industry.		<b><u>Minimum Entry Qualifications</u></b> Bachelor's Degree in Computer Science or Engineering or Similar <b><u>Preferred Certifications / Other Qualifications</u></b> Must have valid CCIE and CCNP. CCDE or equivalent Certification is a must. Preferably ITIL V.3 expert Certification level.	
<b><u>Technical Competencies</u></b>	<b><u>Required Level</u></b>	<b><u>Behavioural Competencies</u></b>	<b><u>Required Level</u></b>

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TECHNOLOGY ARCHITECTURE	Advanced	Building Customer Value	Intermediate	
PRODUCT DEVELOPMENT & MANAGEMENT	Advanced	Delivering Results & Fostering Collaboration	Intermediate	
CUSTOMER SERVICE DELIVERY	Advanced	Shaping Strategy	Intermediate	
ITIL PROCESSES	Advanced	Driving Change	Basic	
		Networking and Influencing Collaboratively	Basic	
		Leading Teams	Basic	
Competency Level (Reference Range)	Basic	Intermediate	Advanced	Expert
	Low >----->----->----->----->High			