# ROLE PROFILE

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|---|---|
| **Position Title:** Engineer | **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:** | **Functional Context:** |
|---|---|
| This role is responsible for executing end-end operations and maintenance, ensuring efficiency of Packet based IP Transport and Core networks. This includes in depth knowledge of Evolved Packet Core platforms (2G/3G/4G/5G) and routers/switches/domains supporting IP/Telecom protocols (IP, Diameter, Radius, Http/2), ensuring optimum performance and high availability. This role defines the close association of IP Core & Packet Core networking in the current telecom environment. | 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 |

## B. ROLE ACCOUNTABILITIES

- Performs operation & maintenance activities for Packet based Transport and Core networks (MPLS/R4/ISP elements in 3GPP context, Evolved Packet Core elements, CGNAT elements and functions).
- Reviews optimization of network resources to ensure no congestion/bottlenecks in the packet network (User and Signaling plane).
- 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.
- 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 SOC/NOC or Performance and Compliance in the shortest time.

## C. SCOPE AND INTERACTIONS

| | Primary Interactions (Internal/External) | |
|---|---|---|
| **Direct Revenue Responsibility:** No<br>**Direct Budget Responsibility:** No<br>**Direct People Management Responsibility:** No | **Internal Relationships:**<br>Cross Functional | **External Relationships:**<br>Vendors<br>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 (%)

# ROLE PROFILE

## E. EXPERIENCE, QUALIFICATIONS AND SKILLS

| Minimum Experience, Essential Knowledge & Skills | Minimum Entry Qualifications |
|---|---|
| 5 years' experience in a similar role. Experience in the telecommunication field, operations and maintenance of IP/Packet Transport and Core Networks | Bachelor's Degree in Telecom or Computer & Communications or Electrical & Electronics Engineering **Preferred Certifications / Other Qualifications** Any Relevant Certifications |

| 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 | Intermediate | Advanced | Expert |
|---|---|---|---|---|
| | Low >----------------------->----------------------->----------------------->High | | | |