

ROLE PROFILE

Position Title: Engineer - Core O&M	Reporting to: Senior Manager Mobile and Fixed Core
Business Unit: Technology	
Division: Active & Core	Department: Active & Core O&M

A. ROLE AND CONTEXT

Purpose: This role is responsible for maintaining the availability and performance of Mobile and Fixed Core with focus on SDM (Subscriber Database Management) platforms	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 Active division is responsible for the plan, technical design, implementation, and O&M including new/change requests for RAN, Fixed Access, IP Network, Transmission, Tetra, Core Networks, VAS, Submarine Cables etc
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B. ROLE ACCOUNTABILITIES

• Operation & maintenance activities for all Fixed, Mobile Core and IMS databases (2G/3G HLR, 4G/5G HSS, IMS HSS, UDM, AAA, Fixed DB, AUSF, PCRF, PCF) • Subject Matter Expert for SDM platform, AAA, upcoming 3GPP based transactional subscriber database solutions • Manage any incidents related to SDM domain with lowest MTTR • Part of the 24x7 call out roster to handle any emergency incidents related to SDM, AAA and subscriber databases • Lead the problem management process for SDM by concluding RCA in timebound manner and track all action items till they are completed • Plan and implement changes related to SDM ensuring highest success rates • Plan and implement any software patches or updates in coordination with Nokia/Huawei • Track and manage the end of support for Hardware and Software • Track and ensure all service requests are handled with lowest response times • Periodic software bug reviews and identify any requirements for patch updates • Track and optimize resources • Coordinates internally and externally to address any customer issues or network upgrade activities • Plan and implement periodic DR tests and resiliency enhancement activities • Track key customer experience KPI's and continuously optimize the network for best results • Periodic audit of SDM configurations to ensure no break in resiliency • Track key customer experience KPI's and continuously optimize for best results • Extensive knowledge of wireless technologies and proven track records of operating SDM solutions (HSS, HLR, PCRF, AAA, UDM, AUSF, PCF) with preferrable experience with major vendors
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C. SCOPE AND INTERACTIONS

	Primary Interactions (Internal/External)
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D. KEY PERFORMANCE INDICATORS (KPI)

- ## E. EXPERIENCE, QUALIFICATIONS AND SKILLS

<u>Technical Competencies</u>	<u>Required Level</u>	<u>Behavioural Competencies</u>	<u>Required Level</u>
SDM	Expert	Building Customer Value	Advanced
Fixed Core	Expert	Delivering Results & Fostering Collaboration	Advanced
Mobile Core	Expert		
		Driving Change	Advanced
PARTNER MANAGEMENT	Advanced	Networking and Influencing Collaboratively	Advanced
Security	Advanced		
Competency Level (Reference Range)	Basic	Intermediate	Advanced
	Low		High