ROLE PROFILE

Position Title: Senior Analyst Technical Architecture	**Reporting to:** Senior Manager Customer Network Solutions
Business Unit: Business	
Division: Business Operations & Services	**Department:** Service Delivery & Assurance

A. ROLE AND CONTEXT

Purpose:	**Functional Context:**
This role is responsible for handling Customer Network Solutions and working towards refining and provision the services for Ooredoo's B2B customers as per KPI commitments	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.

B. ROLE ACCOUNTABILITIES

- Lead Customer Network Solution Engineer for IP configuration / provisioning of services for Ooredoo's B2B customers as per KPI commitments.
- Co-ordinate with customers for the implementation and modification of new IP services (managed services).
- Reviews customer network design and reviews provisioning templates for new services before implementation.
- Provides subject matter expertise, technical direction and advice to other Functional/Department staff as appropriate and receives and responds to inquiries from other Functions and Managers.
- Keeps abreast of technical developments, relevant regulations and industry best practice and ensure that any changes to rules, regulations or guidance are appropriately communicated to Management and Staff.
- Recommends configuration management policy and process improvements to continuously improve control and timeliness of all change management functions.
- Ensures that all applications are closed on the system on the same day of completion for billing purpose.
- Provides periodic statistics and reports to higher management, which indicate performance as well as service delivery improvements.
- Helps department head for RFP and scope setting for vendor selection and negotiation.

C. SCOPE AND INTERACTIONS

	Primary Interactions (Internal/External)	
Direct Revenue Responsibility: No **Direct Budget Responsibility:** No **Direct People Management Responsibility:** No	**Internal Relationships:** Cross Functional	**External Relationships:** Vendors Business Partners Customers

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D. KEY PERFORMANCE INDICATORS (KPI)

• Delivery of services within specified time, budget and KPI's
• Customer satisfaction / Internal client feedback
• Timeliness and effectiveness on all aspects of delivery (solutions architecture, configuration and provisioning)

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills	Minimum Entry Qualifications
5 years' experience in a similar role. Experience in Service configuration / provisioning in a telecom environment. Excellent knowledge of standard IPVPN services over MPLS and working experience of Routing and Switching technologies, like BGP, MPLS, OSPF, Multicast, QoS, IP Routing, VLAN, STP, VTP, Ether Channel. Knowledge of basic functionalities of Routers (e.g. 800, 2900, 3600 and ASR series) and Switches (e.g. ME 3400, 3560, 3700 series).	Bachelor's Degree in Business Administration or Marketing or Engineering **Preferred Certifications / Other Qualifications** Any relevant certifications

Technical Competencies	Required Level	Behavioural Competencies	Required Level
CONFIGURATION MANAGEMENT	Basic	Customer Focus	Advanced
TECHNOLOGY ARCHITECTURE	Intermediate	Creative Thinking	Advanced
OPERATIONAL READINESS	Intermediate	Quality and Continuous Improvement	Advanced
MANAGED CUSTOMER NETWORKS	Intermediate	Promoting Teamwork	Advanced
CUSTOMER SERVICE DELIVERY	Intermediate		

Competency Level (Reference Range)	Basic	Intermediate	Advanced	Expert
	Low >------------------------->------------------------>---------------------->High			