ROLE PROFILE

Position Title: Engineer	**Reporting to:** Manager Mobile Optimization
Business Unit: Technology	
Division: Active & Core	**Department:** Active Optimization

A. ROLE AND CONTEXT

Purpose:	**Functional Context:**
This role is responsible for executing end-to-end optimisation and efficiency of mobile sites (Macro, IBS -In Building Solutions, micro, femtocell, and picocells) active network in terms of capacity, coverage and QoS	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 optimisation and efficiency of mobile (macro, metro, micro, femtocell, and picocells) and fixed (converged) active network in terms of capacity, coverage and QoS

B. ROLE ACCOUNTABILITIES

- Executes departmental activities efficiently for Active Mobile optimization, raising any potential issues to the manager.
- Performs on end-end mobile network audit activities for potential optimisation interventions to conduct proactive optimisation in the department.
- Acts on the optimization of Radio access network for all existing wireless access network / technologies and performance (macro, IBS, micro, femtocell, and picocells).
- Works towards the timely delivery of planned activities and investigating TTs (Trouble Tickets) that affect service (degradation /interruption) with the end goal of minimizing negative impact to the end user.
- In charge of clearing all network health reports or observations generated by NOC or Performance and Compliance in the shortest time.
- Support preparation and monitoring of major events including capacity analysis
- Provide daily, weekly and monthly reports as required in the department
- Maintain agreed SLA/KPIs and support network upgrades and new feature roll-outs.

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

D. KEY PERFORMANCE INDICATORS (KPI)

- Network optimisation KPIs regarding capacity, quality and coverage
- Meeting SLAs with regards to QoS/KPIs/ technical / Trouble Tickets
- Timely NW upgrades, optimisation, deployment, maintenance.

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E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills	Minimum Entry Qualifications
5 years' experience in a similar role. Experience in mobile RAN and in-depth knowledge of KPIs, Call Flow, Parameters of 4G/5G Network Experience to analysis DT results and layer 3 messages	Bachelor's Degree in Telecom or Computer & Communications or Electrical & Electronics Engineering **Preferred Certifications / Other Qualifications** Any Relevant Certifications Experience with Ericsson RAN

Technical Competencies	Required Level	Behavioural Competencies	Required Level
ACTIVE OPTIMISATION & EFFICIENCY	Basic	Customer Focus	Intermediate
PARTNER MANAGEMENT	Intermediate	Creative Thinking	Intermediate
PLANNING + (P&L FIT)	Intermediate	Quality and Continuous Improvement	Intermediate
PROJECT MANAGEMENT	Intermediate	Promoting Teamwork	Intermediate

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