

# ROLE PROFILE

<b>Position Title:</b> Senior Engineer	<b>Reporting to:</b> Senior Manager Network SOC
<b>Business Unit:</b> Technology	
<b>Division:</b> Service Operation Center	<b>Department:</b> Network SOC

## A. ROLE AND CONTEXT

<p><b>Purpose:</b> This role is responsible for provisioning, maintaining, monitoring of National and Global IP/MPLS based products/services as part of back-office operations and service OLAs of Network SOC. Further, analyze the unachieved OLAs on weekly/monthly basis and accordingly address the gaps within, in order to maintain objectives. This involves raising concern within SOC department and if required reassign to relevant Technology O&amp;M teams or and business teams.</p>	<p><b>Functional Context:</b> 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 Service Operation Center division is responsible for managing the Service Operations Centre (SOC) infrastructure and operations in line with the overall Ooredoo technology strategy and ensures all faults are identified, monitored and resolved quickly, performance is monitored and reported on and customers are provided with the levels of service they can expect. Division is also responsible of managing customer tickets from Service Monitoring &amp; SLA, undertaking cause analysis of customer tickets, solving tickets or reassign to relevant Technology O&amp;M teams where required, tracking and ensuring the timely closure of tickets and the provisioning and configuration in close coordination with relevant Technology BU teams</p>
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## B. ROLE ACCOUNTABILITIES

<ul style="list-style-type: none"> <li>Undertake root cause analysis of service faults/tickets and provisioning orders, to sort out within SOC team, or reassign to external relevant teams when required, track and ensure the timely closure of tickets</li> <li>Liaise with business teams when required to solve critical pending corporate customer complaints</li> <li>Perform root cause analysis of chronic cases and initiate trouble-tickets and the development of initiatives to fix permanently</li> <li>Support if required services provisioning and configuration of network in close coordination with relevant Technology BU teams</li> <li>Support delivering the SOC managed services projects, such as, AGMC, MOI, Google GCP Data Centre, Microsoft Azure Data Centre etc. Should follow up on the reports delivery and agreed SLA achievement.</li> <li>Hands-on experience on media platforms like Stream analysers, encoders / decoders / Riverbed</li> <li>Experience on SOC related activities, alarm analysis automation, customers experience management, etc.</li> <li>Evaluates current processes/ procedures and proposes enhancements</li> <li>Ensures a sufficient level of network resilience, and implements effective disaster recovery systems</li> <li>Ensures that the market driven performance targets are achieved</li> <li>Supports the Active Plan &amp; design network and technology project related from SOC end.</li> <li>Monitors and manages of own KPIs in order to meet defined targets</li> <li>Manages timely reporting of KPIs to superiors</li> <li>Supports the formulation of annual operational plans and budgets and ensures adherence</li> </ul>	<p>Competent in dealing with the Global/International Carrier/Partner with escalation support team, in order to deliver international network connectivity delivery and handover the end-to-end testing support (POC, Troubleshooting, RFC/Performance test, etc)</p>
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- As the back-office operation supports: media managed services (L2 level), global connectivity services (IPLC, ISP domain, MPLS domain), MW Radio Transport, Fixed access & Packet Transport, etc.
- Support managing the international carriers change-request/planned maintenance and co-ordinate with multiple stakeholders

### C. SCOPE AND INTERACTIONS

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

### D. KEY PERFORMANCE INDICATORS (KPI)

- Work with relevant BU's / teams to form timely resolutions to any problems
- Form cross functional relationships with all relevant support BU's to ensure work is done in a timely fashion.
- Communicate with all relevant departments within Ooredoo to ensure the execution of services to high standards and in a timely manner with
  - regular follow-up. Negotiate deadlines.
- Time for resolution of Level 2 customer support issues
- % of products and services provisioned
- % of products and services configured
- Customer complaint management (SOC part-hours Duration )
- Maintain the % OLA services delivery and % SLA managed services
- 360 degree feedback from relevant departments/teams dealing with NW-SOC

### E. EXPERIENCE, QUALIFICATIONS AND SKILLS

<b>Minimum Experience, Essential Knowledge &amp; Skills</b> 5 years' experience in a similar role. Excellent technical knowledge of IP/MPLS Network Domains-Core, Distribution, Access besides Transmission & Passive Networks Ample experience with IP Networking, L2/3 Protocols, LAN/WAN/MAN, IPv4, IPv6, BGP, OSPF, MPLS and conversant with FTP/SNMP/ICMP/SMTP/ Packet analyzers FTP/SNMP/ICMP/SMTP/ Packet analyzers Good knowledge of routers and switches hardware, functionalities and features. example Cisco, Huawei and Juniper. Solid understanding on Cloud Platforms like MS-Azure, Google GCP and Amazon AWS. Working experience on SD-WAN Platforms such as VMware Velocloud, Cisco Viptela and Fortinet Secure SD-WAN In depth knowledge on IoT Connect Products/Services Awareness on networking tools such as CAPM, Nagios, U2000 NMS, Spectrum etc. Service provisioning and configuration Broad knowledge across all Technology operations Well versed in Network technologies, Protocols and standards	<b>Minimum Entry Qualifications</b> Bachelor's Degree in Telecom or Computer & Communications or Engineering <b>Preferred Certifications / Other Qualifications</b> Any Relevant Certification
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# ROLE PROFILE

Significant and demonstrable experience in SOC Operations, Service Monitoring and their associated technologies and operations Proven expertise in fault resolution Ability to understand complex business processes and technical environments. Good communication skills including interaction with customers, internal/external senior level business stakeholders	
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<u>Technical Competencies</u>	<u>Required Level</u>	<u>Behavioural Competencies</u>	<u>Required Level</u>
SOFTWARE CORE SERVICES KNOWLEDGE	Intermediate	Customer Focus	Advanced
CONFIGURATION MANAGEMENT	Intermediate	Creative Thinking	Advanced
SPECIALISED RESOLUTION	Intermediate	Quality and Continuous Improvement	Advanced
SLA & CEX MONITORING	Intermediate	Promoting Teamwork	Advanced
QUALITY MANAGEMENT	Basic		

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