ROLE PROFILE

Ooredoo

Position Title: Technical Officer	**Reporting to:** Senior Engineer
Business Unit: Technology	
Division: Service Operation Center	**Department:** Service Monitoring & SLA

A. ROLE AND CONTEXT

Purpose:	**Functional Context:**
This role is responsible for leading the management of the SLA Service Monitoring and Support end to end.	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 acts as the single point of contact for Customer Call Center to receive all customer complaints and redirect tickets to the right island, track tickets, ensure coordination and ownership. Responsible to also provide high level monitoring of performance dashboards and real time performance monitoring of each Network, IT, IaaS & ICT KPI, and perform fault management and Oversee change management and SOC tool management

B. ROLE ACCOUNTABILITIES

- Oversees the development, implementation, and management of technical infrastructure and functionalities to enable central and remote performance management and fault management functionalities.
- Ensures provision of high-level monitoring of performance dashboards and real time performance monitoring of SLA.
- Leads the team to perform preliminary fault analysis and troubleshooting to isolate the source of faults, and dispatch fault tickets to relevant teams in Technology BU.
- Manages the team to perform proactive issue resolution to prevent Network / IT faults.
- Helps ensure network/ IT changes comply with Ooredoo/ regulatory guidelines, security and commercial and contractual obligations and all activities are planned, well assessed, communicated to stakeholders and deployed.
- Coordinates network stability during changes as result of planned network activity such as upgrades.
- Tracks the fulfilment of SLAs; leads tool management and the arrangement of technical and managerial trainings in SOC.
- Drives the team to develop and submit periodic, event-based and upon-request reports on networks quality and performance to internal stakeholders and regulatory authority.
- Manages department KPIs in order to meet defined targets, and manages timely reporting of KPIs to Performance Management.

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

D. KEY PERFORMANCE INDICATORS (KPI)

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- Timely escalation on security and network resilience
- Timely escalation and resolution of performance related issues
- Network resilience after key changes/ Time undertaken
- Timely preparation of monthly reports related to KPIs
- Timely submission of monthly Problem Management reports

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills	Minimum Entry Qualifications
2 years' experience in a similar role. Experience in a Service monitoring preferably in the Telecommunications industry.	Bachelor's Degree in Telecom or Computer & Communications or Electrical & Electronics Engineering **Preferred Certifications / Other Qualifications**

Technical Competencies	Required Level	Behavioural Competencies	Required Level
PLANNING + (P&L FIT)	Intermediate	Customer Focus	Intermediate
SPECIALISED RESOLUTION	Basic	Creative Thinking	Intermediate
SERVICE MONITORING & SUPPORT	Advanced	Quality and Continuous Improvement	Intermediate
SLA & CEX MONITORING	Advanced	Promoting Teamwork	Intermediate
TECHNICAL TRAINING	Intermediate		
QUALITY MANAGEMENT	Intermediate		

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