

Position Title: Manager, NOC (Network Operations Center)

Job Summary

NOC Manager will manage 24/7 operations of ACG external and internal customer's services and provide technical guidance to the team of NOC Engineers and Technicians. He is responsible for monitoring, escalating, follow up and proper reporting of Trouble Tickets as per agreed escalation matrix.

Duties and Responsibilities

- Ensure all functions within the NOC are delivered to a high standard to meet maximum service availability and performance.
- Follow ITU-T and ITIL standards and ensure all functions are delivered by providing the following:
 - SLA Management
 - Performance Management
 - Event Management
 - Incident Management
 - Problem/Fault Management (Including Root Cause Analysis)
 - Capacity Management Including regular technical customer reviews.
- Manage daily workflows, ensuring NOC team manages tickets in accordance with policies and procedures, and certifying that NOC team is adhering to productivity standards and meeting service-level objectives on key metrics.
- Resolve escalations by customers and work closely with them to assure continued quality of services.
- Monitor, troubleshoot, and resolve network and vendor-related problems and engage with third party suppliers or maintainers as required.
- Reporting & Generate daily, weekly and monthly reports for management and internal customer.
- Lead daily production support calls.
- Identify and evaluate trends and options; choose a course of action, define objectives and evaluate outcomes
- Maintain the highest level of service for all customers, both internal and external.
- Document and develop processes and procedures to streamline work activities within the NOC, continuously striving for process improvement.
- Define goals for staff and provide regular coaching, feedback, and training.
- Audit tickets, validating problems, are handled correctly and in a timely manner.
- Communicate group requirements through written documents, visual and oral presentations.
- To ensure prompt and efficient resolution of incidents, meeting SLA requirements.
- Monitoring and Management of customer solutions including Inventory administration and updates.

- To maintain an up to date record of network diagrams, inventory databases and equipment specifications related to the customer's services.
- To Ensure system security by applying industry standard best practice and correct security controls are maintained to meet the requirements of business compliance polices.
- Serves as a POC between internal and external customers, engineering teams and other operations teams during events that affect the site/network.
- Manage reporting and communication of site availability/performance related issues to the executive management as well as internal and external customers.
- Motivate and develop the technical support team - providing coaching and clear guidance but also support where required.
- Driving and implementing operations services strategy in order to achieve performance, cost goals and quality in alignment with ACG Standards.
- Work closely with all the technical departments (Telecom, power, IT, and field operations) on development, design and implementation of new services.
- Monitoring customer satisfaction to modify working practices in line with a continuously evolving industry sector.
- Plan by prioritizing customer, employee and organizational requirements.
- Bring technical levels up by measuring technical ability/performance of the team and implementing personal plans to ensure levels are met.
- • Aware of standard Network best practices and integration of all tools
- • Analytical and problem solving skills
- • Experience with IT Infrastructure.

Knowledge, Skills & Competencies

- Ability to manage a team of 20 plus individuals at various technical levels.
- Advanced knowledge of Telecommunication and mobile network fundamentals, standards, specifications and generations.
- Any technical qualifications around IT and Telecom key vendor technologies such as VMware, Microsoft, HP, IBM, DELL, Cisco, Huawei, ZTE, NERA, AVIAT and Ericsson will be looked on preferably.
- Strong leadership, interpersonal and communications skills
- Ability to build, lead, manage, and motivate teams and projects in a dynamic environment.
- Highly organized, capable of handling multiple tasks simultaneously and meeting deadlines under the highly pressured circumstances.
- A depth of knowledge and experience controlling variables such as time, scope, and risk management.
- Familiarity with data networking and carrier telephony experience with basic internet routing concepts and practices.
- Extensive experience on Incident and problem management.
- Make technical and process recommendations.
- Self-disciplined, self-motivated and the ability to organize and prioritize time effectively.

Qualifications required

Bachelor's degree in Telecommunications / Computer Science / Electrical / Electronic engineering with a minimum of 7 years of professional experience in Telecom industry , particularly in managing a 24/7 team of 15-20 engineers/technicians.