

Position Title: Senior Engineer, BSS Operations

Job Summary

The BSS Operations Sr. Engineer is responsible for maintaining, troubleshooting, integration and commissioning the ACG BSS network. He will also be responsible for the availability and system performance including monitoring the enterprise, identifying issues and potential problems, coordinating resources, and communicating statuses, solving the problem.

Duties and Responsibilities

- Do first level troubleshooting and re-commissioning of all sites and BSCs whenever required.
- Perform continuous monitoring of the network performance and escalating the fault occurs to respective parties as according to escalation procedures to endure the optimum network availability at a very minimal downtime
- Integration of new NEs in the network as per customer needs.
- Site rehomeing from one BSC to another BSC or from one MSC to another MSC based on customer request.
- Perform alarm check/troubleshoot for NEs in all ACG sites.
- Troubleshoot ACG Telecom network (BTS, BSC, EMS) and perform weekly backup for the BSC and EMS.
- Prepare technical data for new BTS commissioning and testing.
- Responsible for monitoring, escalating, troubleshooting and support on 1st level maintenance of BSC, BTS, MW link and VSAT equipment.
- Able to monitor the performance of GSM network and service quality with the pure optimum utilization of network system using BSC KPI.
- Responsible for end to end troubleshooting with other departments/teams or vendor if the problems are related to transmission/interhandover
- Escalating the problems to field O&M in case if the problem doesn't solve remotely.
- Lead E2E BSS operations for each customer and work in collaboration with their concern department (customer's BSS Operation, NSS Operation team, RF Team, IT operation and field Operational teams).
- Building a strong trusted relationship with each and every client.
- Responsible for continual improvement in the quality and efficiency of the network for better network performance as per customer's needs.
- Perform Daily Health Check of BSC/EMS /BTS and resolution of faults.
- Handling Configuration Support & fault analysis.
- Streamline the daily operations, i.e. fulfilling our SLA's, incident and problem management, organizing planned deployments and release management, improving lifecycle patch deployment.
- Formal and informal reporting on a regular basis

- Handling customer's complaints (NMS, BSC, IP NE, BTS) and tackling it promptly with the support of filed teams.
- First point of contact for resolution of any RF/KPI related issues.

Knowledge, Skills & Competencies

- Self-starter with ability and ambition to work remotely, on-site with a specific customer for extended or dedicated periods of time.
- Flexibility and creativity.
- Self-disciplined, self-motivated and the ability to organize and prioritize time effectively.
- Ability to manage and lead a team.
- Underlying awareness of the bigger picture.
- Ability to think quickly, take the initiative and willingness to make judgment calls.
- Ability to work both independently and as part of a team.
- Willingness and ability to learn new products and network technologies quickly, often without the focus of formalized training.
- Excellent written and verbal communication skills.
- Be able to communicate about networking issues effectively and in a comprehensible manner both to clients and employees
- Able to travel and work throughout the country, including remote locations.
- Able to work on a multi-cultural environment
- Strong background in terms of BSS operations within a Telecom environment

Qualifications required

- Bachelor's degree in Telecommunications / Computer Science / Electrical / Electronic engineering with a minimum of 5 years of professional experience in BSS Operations.