

Position Title: Network Operations Manager

Job Summary

Network Operations Manager's primary function is to provide operational and maintenance support for the O&M team to ensure the network stability and achieve the required SLA and KPI. He will be responsible for the daily performance and availability of the ACG network, its analysis and recommendations for performance enhancements and necessary modifications.

Duties and Responsibilities:

- The Network Operations Manager will be responsible for managing the operations and maintenance of the entire ACG RAN Share network.
- Manage and lead the team of Engineers and Technicians to maintain the stability of the ACG RAN Share network.
- Planning, implementing and monitoring the routine Preventive Maintenance activities for BSS, MW solar system and DG on all sites.
- Perform Corrective Maintenance for all critical and emergency issues.
- Resources allocation for all planned and emergency obligations.
- Preparing and tracking daily, weekly & monthly reports on regular basis.
- Coordination with the administrative team to ensure the on time deliverables.
- Provide first and second level support to the field team in any critical/important activity.
- Managing the regional warehouses and spare parts inventory.
- Should lead crisis management and be responsible for the appropriate internal and external communication, post mortal crisis analysis and damage control.
- Be responsible of maintaining and organizing operational review meetings.
- Responsible for coordinating, scheduling and communicating all the configurations and change/modification requests.
- Perform Acceptance and Testing Process for all new deployments in the existing network and takeover for the operations responsibilities.
- Responsible for all the performance management tasks and make sure that targeted KPIs and SLA are met within agreed budget, scope and timelines.
- Preparing and reporting Root Cause Analysis for all outages in the network.
- The Operations Manager will assist the planning and implementation teams for any new changes in the network.
- Manage contractors and sub-contractors for the implementation of the outsourced tasks/projects and their performance evaluation.
- Driving and implementing operations services strategy in order to achieve performance, cost goals and quality in alignment with ACG Standards.
- Manage setting targets for the team and monitoring the results.
- Arrange on field trainings for team career development.
- Establish and maintain regular communication with staff, set development objectives and give performance feedback in order to create a high performance culture within the team.
- Ensure best utilization of the available human, material and financial resources
- Work closely with engineering, Telecom, power, IT, and field operations on development, design and implementation of new services.
- Assist on network audit and optimization.
- Make sure the safety measures are met in field activities.

- To ensure day to day operations are in line with the ACG established processes and Telecom Standards.
- Defining and developing O&M related Standard Policies and Procedures.

Knowledge, Skills & Competencies

- Advanced knowledge of Telecommunication and mobile network fundamentals, standards, specifications and generations.
- Depth of understanding of common troubleshooting procedures.
- Extensive experience on Incident and problem management.
- Make technical and process recommendations.
- Strong leadership, interpersonal and communications skills
- Strong technical knowledge & experience on different monitoring tools.
- Proven experience of operation and maintenance management
- Understanding of Digital Communications Networks: protocols (IP, TCP, UDP, routing, etc.) and architecture (routers, switches, firewall, etc.)
- Strong understanding of human resources management principles
- Excellent project management and negotiation skills
- High level of self-motivation, attention to detail, analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high pressure environment.
- Ability to clearly present ideas to a variety of audiences — technical and non-technical.
- Ability to calculate budgets, business-cases, capacity planning etc.
- Experience of Network Management Systems.
- Able to travel and work throughout the country, including remote locations.
- Self-disciplined, self-motivated and the ability to organize and prioritize time effectively.
- Willingness and ability to learn new products and network technologies.

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 field operations and maintenance.