

Network Operations Engineer

The Role:

- Responsible for technical definition and implementation coordination of access projects in Sub Saharan Africa, as well as identifying promising technological solutions for the markets. Duties include: managing the day to day network operations oversight with country level NOC contractor personnel to ensure SLAs are being met; handling escalated network issues and resolve the same in coordination with cross functional teams; coordinating and managing the communication between the cross functional teams, equipment suppliers and NOC contractors on any operations support related matters; assisting in development of operations dashboards, processes and procedures along with training programs and documentation; overseeing and executing service affecting planned network maintenance while minimizing service impact; innovating on solutions and technologies to drive towards achieving excellence in network operations and proactive network fault management.

Min Qualifications:

- Bachelors degree in Computer Science, Computing, Telecommunications Engineering or related qualification.
- At least four years experience in managing large scale network operations.
- Experience of working in an environment with IP, SDH, DWDM and Microwave equipment

Pref Qualifications:

- Current knowledge and four years hands on experience of managing fiber optic based network operations.
- Current knowledge of telecommunications technologies including SDH, DWDM and IP, 2G / 3G backhaul networks.
- Distinctive analytical skills, coordination skills and ability to communicate with highly technical management team.
- Experience working in engineering or network operations roles in an operator environment.
- Proficiency in spoken and written French

Responsibilities:

- Manage the day to day network operations oversight with country level NOC contractor personnel to ensure SLAs are being met.
- Handle escalated network issues and resolve the same in coordination with cross functional teams.
- Coordinate and manage the communication between the cross functional teams, equipment suppliers and NOC contractors on any operations support related matters.
- Assist in development of operations dashboards, processes and procedures along with training programs and documentation.
- Oversee and execute service affecting planned network maintenance while minimizing service impact.
- Innovate on solutions and technologies to drive towards achieving excellence in network operations and proactive network fault management.