

## **Lead, Network Operations**

### **Responsibilities:**

- To lead the Network Operations strategy and planning for continuous quality improvement initiatives on service operations and maintenance to deliver Best Customer Experience and minimize customer complaints for its broadband service.
- Manage and follow up closely with vendors to ensure escalated issues and resolved within SLA and escalate urgent or recurring operations issues to vendor/management (and notify the Management and related parties for high profile issues).
- Work closely with suppliers and other third parties to ensure Telco industry best practise is followed to deliver solutions effectively and efficiently.
- Manage and maintain Network Availability and Quality KPIs for PR1MA Communications.
- Develop and maintain processes for tracking of maintenance & support contracts; product licensing and budgetary expectations for the following financial year's network investment.
- Provide advice and prepare strategic reports and briefings for Head of Network, CEO and stakeholders with respect to network issues or developments.
- Manage network team to ensure coverage for in-hours and out of hours support is maintained.
- Work with other team managers to develop mutual understanding of each area and develop method of cooperation and support to achieve our stated corporate objectives.
- Establish Guidelines, Standard Operating Procedures (SOP) and processes for obtaining all regulatory and statutory approvals related to telecommunications across all PR1MA project sites in streamlined manner.
- Manage and provide support on technical resource pool to support project implementation, backhaul transmission coordination and configuration with third parties Service Providers, rollout of OLR for new project developments, migration, network improvements and other technical related requests within Network & Solutions teams.
- Ensure that the accuracy of network records, database, network diagrams and circuit configuration are maintained.
- Other ad-hoc issues/duties that is assigned by superior from time to time.

**Requirements:**

- Degree in relevant technology field (Network, IT, Computer Science, Telecommunications, Engineering or related field).
- Possess minimum 5 years of relevant working experience in the area of FTTx Network Design, configuration, implementation and support – within Telecommunications environment will be an added advantage.
- Experienced in performing telco network monitoring, network operations, provisioning, troubleshooting, testing and commissioning.
- Candidate with CCNA/CCNP certification and relevant IT certifications will be an added advantage.
- Strong knowledge of IP networking technologies, preferably within the Telecommunications industry (Metro Ethernet, GPON, Leased Linem IP Routing & Switching etc.)
- In depth knowledge of OSP, FTTx solutions and architecture, GPON, Network Architecture.
- Working experience in Service Provider network environment/managing multi sites network and possess in depth knowledge of layer 2 & layer 3 and/or transmission data network and highly developed specialist technical knowledge within the data and voice networking sphere will be an added advantage.
- Good communications skills – written and spoken.
- Good interpersonal skills.
- Initiative, results driven and able to work independently.
- Team player with ability to multi-task.
- Able to work under pressure to meet tight deadlines.