

JOB TITLE: 1st Level Operations Manager

REPORT TO: Network Operations Manager

Requirements

- Degree in Electrical Engineering/ Telecommunication Engineering/Computer Science/Computer Engineering or equivalent.
- Minimum of 5 years relevant experience in a mobile network environment
- Working knowledge of Telecom Operations Practices - Processes & Procedures
- Customer Oriented with good understanding of service providers / operators Business requirements - be able to create true client value
- Good communication and negotiation skills
- Understanding of Support Systems and tools , Fault Management & Performance Management
- Good knowledge and skills in Business processes
- Management & leadership skills
- Result oriented with good leadership and people management skills.
- Highly developed skills in knowledge sharing by actively contributing Knowledge, experiences and skills to create a learning culture.
- Good Financial understanding
- Good knowledge of IT