

JOB TITLE: 2nd Level Operations Manager

REPORT TO: Network Operations Manager

RECOMMENDED MINIMUM REQUIREMENTS

EDUCATION

Degree in Electrical Engineering/ Telecommunication Engineering/Computer Science/Computer Engineering or equivalent.

PERTINENT EXPERIENCE

Have a minimum 5 years of experience in Resource Operation and Maintenance of Telecom networks.

COMPETENCIES

Professional/Technical Competence

- Excellent knowledge of GSM, i.e. system, HW / SW, functionality and troubleshooting.
- Excellent knowledge of the network topology, its traffic handling capabilities and traffic characteristics.
- Good knowledge of all network elements and their main characteristics.
- Good knowledge of network signaling / synchronization.
- Good knowledge of network implementation / integration processes.
- Good knowledge of network operations
- Excellent customer management skills

Business Competence

- Strong management skill and people relation skill.
- Strong leadership skills and a good motivator

Human Competence

- Be able to work independently, within a team and with other vendors
- Flexible and responsive to changing work patterns and demands.
- Open approach to solving problems and dealing with new proposals.
- A thorough and methodical approach to work.
- Must be able to work to tight time scales.

