

JOB TITLE: IT/Billing Engineer

REPORTS TO: Operations Manager

RECOMMENDED MINIMUM REQUIREMENTS

EDUCATION

- Degree in BSc in Computer Science/Computer Engineering or equivalent.
- Cisco /Juniper Certifications are Mandatory.
- Knowledge in configuration and troubleshooting LAN/WAN, Routers/Switches are Mandatory.
- CCNA, CCNP and CCIE.
- Must have experience in Oracle Database.
- Ability to write simple SQL scripts.

PERTINENT EXPERIENCE

- Have a minimum 3 years of experience in Operation and Maintenance in a Telecom environment.
- 1 year experience with UNIX.
- 1year experience with Cisco hardware and software.

COMPETENCIES

Professional/Technical Competence

- Ability to understand support required for a Telecom infrastructure from an IP perspective.
- Good understanding of the business domain to support it with effective designs and programs aimed at furthering the business objectives and goals.
- Excellent knowledge of resource availability indicators and their interpretation.
- Good / excellent knowledge of the Network management system functionality and use of applications related to the work area (surveillance, analysis, configuration, trouble administration etc).
- Good knowledge of network implementation / integration processes.
- Call and fault tracing and fault fixing.
- Overall administration of firewall, Networks, Switches and Routers.
- VPN Management and Optimization.
- Installation, configuration and support for security products.
- Knowledge in sharing and security permissions.
- Firewall, network bandwidth logs monitoring and Management.
- Network Asset Management.

- Monitoring CDR files such as TAP, RAP, MSC,SMSC,SGSN files, etc, and the statistical reports.
- Reconciling Roaming data traffic reports.
- Reporting international roaming data traffic to the Finance department.
- Configuration of SIP and VoIP devices.
- Configuration of Billing Engine.
- Configuration of Servers' routing tables where applicable.
- Complete understanding of Rating and Charging Systems.
- Configure Pricing Plans.
- Configure new packages and promotions.
- Configure new system parameters.
- Check system performance.
- On-time reporting to direct Line Manager.
- Deployment of new Virtual machines.
- Configuration of changes.
- Second-Line Support functions.
- IP Planning.
- Core capacity planning.

Human Competence

- Be able to work independently
- Flexible and responsive to changing work patterns and demands.
- Able to work as a member of a team and lead junior staff from time to time.
- 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.
- High degree of analytical and investigative abilities.
- Willing to work outside office hours when required.
- Ability to work under stress.