

## **JOB TITLE: 1<sup>st</sup> Level Operations Engineer**

**REPORT TO: 1<sup>st</sup> Level Operations Manager**

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### **RECOMMENDED MINIMUM REQUIREMENTS**

#### **EDUCATION**

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

#### **PERTINENT EXPERIENCE**

Have a minimum 2 years of experience in Operation and Maintenance of telecom networks.

#### **COMPETENCIES**

##### **Professional/Technical Competence**

- In depth knowledge of all network resources HW / SW and their characteristics for the applicable work areas Core, Access, Radio or service networks.
- Excellent knowledge of the network resource topology configuration characteristics and capabilities for the applicable work areas Core, Access, Radio or service networks.
- 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.

##### **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.