



JOB DESCRIPTION TEMPLATE

Airtel Africa - Job Description

(Deliverables, Decision level, Demonstrate & Dimensions)

Job Title: Performance Monitoring Engineer	Proposed Job Level: 6
Function: Networks Director	Location: Rwanda OpCo
Reporting to: Network Quality Coordinator	Date: 22/February/2021

Purpose of the Job (Brief)

The Performance Monitoring Engineer will support our network service delivery objectives with regard to Performance KPIs reports and analysis. This is to evaluate our Network Quality level and pointing areas of improvement according to our business objectives.

He/She will be responsible for the analysis, design and enhancement of KPIs reports of telecommunications networks. The individual will typically provide different reports which will guide the work of Optimization Engineers and interface with Project Coordinators.

Deliverables (Maximum 5-6 key responsibilities)

This section requires the top five accountabilities that role is to deliver own. Written in outcome language, this is not a listing of tasks but a grouping of tasks to determine outcomes required from the tasks.

Expected Key Results	Activities (Detailed KPIs)
Maintainance, monitoring and reporting of network performance level	<ul style="list-style-type: none"> • Create and distribute daily Worst Cells to Optimization team and performance reports – Flash report and Traffic Executive report daily analysis • Compile, create and distribute daily (or twice daily) Pre and Post KPIs related to any Major change in the Network : Sites upgrades and any project impacting RAN performance. • Compile, create and distribute weekly executive level reports – Network Weekly Journals • Create and maintain trouble tickets for issues related to RAN performance • Sleeping cell audit for 2G, 3G, 4G: Monitor 24-hour traffic trend to identify any cells that have stopped carrying traffic (Voice and Data) • VIP & Customer Trace Analysis: Use traces to analyze customer and VIP complaints • Daily Pop Ups: Refresh and analyze performance related reports hourly and take necessary action with assistance of Optimization team
Domain knowledge and Experience	<ul style="list-style-type: none"> • Performance Engineers should have good knowledge of GSM, UMTS and LTE KPIs • They should be well versed in tools utilized for KPI retrieval and performance monitoring, such as Microsoft Excel.

	<ul style="list-style-type: none"> • Works independent, but is also a team player; • Responsible, Service minded, flexible, taking initiatives; • Result oriented and customer focused; • Process oriented and quality driven.
Character / Disposition Sought	<ul style="list-style-type: none"> • Teamwork and collaboration • Results orientation • Analytical and problems Solving • Multi culture and inter-personal skills • Consulting, Facilitation and Selling skills • Strong Audit capability based on operational experience
Internal and External Contacts	<ul style="list-style-type: none"> • Internal – Airtel Africa Operating Company, Airtel Africa HQ. • External – Airtel Managed Services/Managed Capacity partners, third party contractors and other equipment vendors.

Decision level

This section requires an overview of the decisions taken by the role holder and who actually takes accountability for the decisions. It is a description of primary versus shared responsibility or where one only contributes to decisions.

<input type="checkbox"/> Prime: Accountable to the Management	<input checked="" type="checkbox"/> Shared: Decisions reached jointly with peers on a collective basis	<input type="checkbox"/> Contributory: Makes a major contribution to a decision or policy judgment reached by others
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Demonstrate (Key competencies)

This section requires an overview of the skills, education and experience required to do the job at a satisfactory level. It is not a list of the job holder's qualification.

<p style="text-align: center;"><u>Educational Level:</u> Must have:</p> <p>Bachelor degree (technical/telecommunications);</p> <p>Minimum of 2 years relevant working experience in the Network Telecom field;</p>	<p style="text-align: center;"><u>Working Experience:</u> Must have:</p> <ul style="list-style-type: none"> • Experience in measuring and analyzing network KPI 'key performance indicators' • Experience in Customer complaint Handling
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Dimensions

Impact of position:

This section requires an overview of the skills, education and experience required to do the job at a satisfactory level. It is not a list of the job holder's qualification.

Impact on customers (Please select one of the options below):

i) **Type of customers**

Mainly Internal

Mainly External

Internal & External

No. of Subordinates :

This section requires an indication of the number of direct reports the one manages within the role. If there is a matrix reporting then that would be placed here as well.

Approvals

Reporting Manager	Functional Head	Business HR	C&B
Network Quality Coordinator	Network Director		