**JOB DESCRIPTION TEMPLATE**

| **Airtel Rwanda- Job Description** |
| :---: |
| (**D**eliverables, **D**ecision level, **D**emonstrate & **D**imensions) |

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| :--- | :--- | :--- | :--- |
| **Job Title:** | Radio Network Quality Engineer | **Proposed Job Level:** | B6 |
| **Function**: | Network Department | **Location:** | Rwanda OpCo |
| **Reporting to:** Head of Network Quality Assurance | | **Date:** | **01/April/2022** |

| **Purpose of the Job (Brief)** |
| :---: |

The Radio Network Quality Engineer will support our network Qos deliverables with regard to Drive Test logs analysis, SSV acceptance, 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)** |
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*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)** |
| :---: | :--- |
| Quality assurance of GSM/UMTS/LTE Networks | • Analyzing Radio Network Measurement data in a variety of ways, such as walk testing, Mobility Drive test, collating those data into a usable format and Comprehensive Report. <br><br> • Handle customer complaints in collaboration with Optimization and design teams <br><br> • Support governmental regulation requests. Manage Benchmarking with other MNOs <br><br> • Identify LTE access failures that are not within acceptable levels and escalate to Network Optimization Team. <br><br> • Proactively monitor congestion and utilization for different technologies and layers. <br><br> • New site and/or new carrier validation (SSVs and KPIs Acceptance) |
| Domain knowledge and Experience | • Good knowledge of GSM, UMTS, and LTE RF principles, protocols, call flows, system parameters and algorithms. <br><br> • Specialized in Performance (GSM, UMTS, LTE); <br><br> • Well versed in the tools used to retrieve and analyze KPIs (Ericsson Business |

|  | Objects) and also in tools used to analyze drive test data (TEMS...).<br><br>• Strong analytical skills;<br><br>• Works independent, but also a good team player;<br><br>• Responsible, Service minded, flexible, taking initiatives;<br><br>• Result oriented and customer focused;<br><br>• Process oriented and quality driven. |  |
|---|---|---|
| **Character / Disposition Sought** | • Teamwork and collaboration<br>• Results orientation<br>• Analytical and problems Solving<br>• Multi culture and inter-personal skills |  |
| **Internal and External Contacts** | • **Internal** – Airtel Africa Operating Company, Airtel Africa HQ.<br>• **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.*

| ☐ **Prime:** Final Decision Making authority, accountable to the Management | ▪ **Shared:** Decisions reached jointly with peers on a collective basis | ▪ **Contributory:** Makes a major contribution to a decision or policy judgment reached by others |
|---|---|---|

## 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.*

| **Educational Level:**<br>Must have:<br><br>Bachelor degree  (technical/telecommunications/IT)<br><br>Minimum of 2 years relevant working experience in the Network Telecom field; | **Working Experience:**<br>Must have:<br>• Knowledge of 2G, 3G and LTE technologies architecture and standards<br>• Experience in measuring and analyzing network KPI 'key performance indicators' |
|---|---|

## 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 | | X |

**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** |
| **Head of Network Quality Assurance** | **Network Director** | | |