



**JOB DESCRIPTION TEMPLATE**

<b>Airtel Africa - Job Description</b> (Deliverables, Decision level, Demonstrate & Dimensions)	
<b>Job Title: Senior Transmission and Enterprise Engineer</b>	<b>Proposed Job Level: Non FTE</b>
<b>Function: Network Operations</b>	<b>Location: Kigali</b>
<b>Reporting to: Head of Network Operations</b>	<b>Date: 15<sup>th</sup> September 2021</b>
<b><u>Purpose of the Job (Brief)</u></b>	
<p>To ensure SLA achievements, incident resolution/closure and consistent and useful communication to customers on Incidents Tickets generated through the Enterprise Support NOC, Airtel Networks and Partner Vendors; As well as highlight areas of improvement in processes and Ways of Working</p>	
<b><u>Deliverables (Maximum 5-6 key responsibilities)</u></b>	
<b>Expected Key Results</b>	<b>Activities (Detailed KPIs)</b>
<ul style="list-style-type: none"> <li>▪ Network management operational support</li> </ul>	<ul style="list-style-type: none"> <li>▪ Monitor all Enterprise outages, summarize every 2 hours in details and ensure that correct feedback is being published.</li> <li>▪ Maintain Proactive communication with Customer on all outages</li> <li>▪ Technical Support to Enterprise Field Team in charge of Service Delivery when required</li> <li>▪ Ensure that both Internal and External SLAs are met and there is no delay in analysis at FO / BO level and Escalate to GM Network Ops and Service Head in case support is required.</li> <li>▪ Ensure preparation of RCA and Review by GM Network Ops and Service Head as per new Format for TTs which are closed beyond MTTR.</li> <li>▪ Escalate unmet SLAs cases to GM Network Ops and Service Head if unable to get support rather than allow customer to raise it in a different forum.</li> <li>▪ Ensure Correct Proactive feedback is given to customer by Helpdesk and BO on all pending outages.</li> <li>▪ Ensure that correct daily and weekly report is submitted to the customer</li> <li>▪ Ensure weekly tracker is kept for any spare unit related issue.</li> <li>▪ Coordinate the activities of Problem Management team.</li> <li>▪ Insure Daily, weekly and Monthly reporting requirements for Airtel Rwanda and Partners OPCO w.r.t Enterprise NOC Performance.</li> </ul>
<b><u>Decision level</u></b>	

<input type="checkbox"/> <b>Prime:</b> Final Decision Making authority, accountable to the Management	<input type="checkbox"/> <b>Shared:</b> Decisions reached jointly with peers on a collective basis	<input checked="" type="checkbox"/> <b>Contributory:</b> Makes a major contribution to a decision or policy judgment reached by others
--	--	--

**Demonstrate (Key competencies)**

**Skills critical to the role:**

- **Influencing, Negotiation, Analytical, Project Management, Change Management, Customer Service**

**Educational Level:**

Must have:

- Bachelor's Degree in Telecommunications or Similar domain
- Sound skills in IP Networks (Switching and Routing)
- Fluency in English
- Advance proficiency in Microsoft Word and Excel
- Advanced Project Management skills
- Ability to work cross-functionally.
- Ability to manage multiple projects and issues, simultaneously
- Ability to build strong working relationships, internal and external to the organization.
- Good analytical and numerical skills
- Must demonstrate interpersonal savvy with the ability to maneuver through complex situations effectively while building constructive relationships
- Ability to build partnerships in a matrix organizational environment
- Ability to manage an outsourcing partner to deliver business solution

**Working Experience:**

Must have:

- 5 years of Customer service experience (Experience working in a customer facing role is a must)
- 3 years of relevant experience in Telecom
- 4-6 years in handling the similar position in different company
- Excellent organizational, communication skills, and attention to detail

**Dimensions**

**Impact of position:**

- Excellent ability as a consultant/negotiator to influence customers
- Strong budget and management skills, including proven ability to project/process manage
- Ability to deal with ambiguity, tight timelines, multiple priorities, and demanding customers, in a fast-moving, constantly changing environment
- Strong problem solving skills
- High degree of professionalism, maturity and confidentiality
- Strong oral and written interpersonal skills
- Highly developed, demonstrated teamwork skills.
- Demonstrated ability to see the big picture and provide useful and strategic advice and input to the Business unit
- Ability to lead in an environment of constant change.
- Creative, forward thinker
- Strong analytical and problem solving skills.

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

**i) Type of customers**

Mainly Internal

Mainly External

Internal & External

--

No. of Subordinates : No direct reports

**Approvals**

Reporting Manager	Functional Head	Business HR	C&B