

Job Specification: **Network Event Monitoring Engineer**

<u>Position:</u>	Network Event monitoring Engineer
<u>Department:</u>	Network Operations (Client's Network)
<u>Reporting to:</u>	Network Operations Manager
<u>Qualification:</u>	Relevant Engineering / IT / Telecoms Qualification or equivalent experience.

Main duties & responsibilities

- Operate and maintain Client's Mobile Operator's Voice Access technologies e.g. GSM, 3G & LTE
- Operate and maintain Client's Mobile Operator's Transmission Access technologies e.g. PDH, SDH, MPLS & Fibre.
- Monitor network components for faults and fix/escalate as required.
- Fault diagnostics and problem management analytics
- Support and deliver network development implementation
- Network incidents communications and stakeholder engagement
- Design and implement innovation network quality improvement to drive efficiency
- Network service improvement process evolution and efficiency improvement
- Work as part of a 24/7/365 monitoring service team - within shift pattern.
- Tools and Products: Cramer, MINI-LINK Manager/Service on Microwave, TEMIP, Remedy, MINI-LINK, Traffic Node₂

Requirements/ Essential Skills / Attributes

- Have strong background knowledge of transmission/IT networks
- Have strong problem solving skills
- Excellent IT ability
- Self-motivated (development & innovation)
- Strong customer focus.
- Good Communication skills
- Good analytical skills
- Team member, working together

Desirable Skills / Attributes

- Minimum 2 years' experience
- Background in Telecommunications Switching or Core network planning or Transmission planning or radio engineering
- IP, Cisco & Juniper fundamentals
- Telecoms performance management counters
- Knowledge of Ericsson & NSN RAN
- Ability to set up, review and maintain processes and procedures
- Ability to adapt to new technology

Additional Information

- Adherence to company standards and operating practices at all times
- Satisfactory completion of all administrative duties
- Typical role outputs
 - i. Quality Network with minimal faults
 - ii. Service Availability
 - iii. Service Performance Improvement
 - iv. Efficient Alarm handling and resolution
 - v. Process Evolution
 - vi. Continuous proactive maintenance
- Typical Network Management Systems (NMS) Equipment types; Ericsson, Tellabs, Siae, Samsung, Cisco, NSN. & Ceragon