

NOC Engineer

22/06/2010

Company: Tawasul Telecom

Reference Number: NOCK

Location: Kuwait

Job Description

Purpose of Job Position:

Day to day management of all network infrastructure and service provision components

Main responsibilities:

- Reporting tasks.
 - Keep KPIs and KQIs related to Job Position.
 - Utilization of network management tools for monitoring network status to ensure maximum network and service availability.
 - Coordination of planned interventions on the operational network, ensuring they are all carried out in a controlled timely manner with minimum service downtime.
 - Technical liaison with other departments and partners involved in the delivery of service, to improve performance and resolve service downtime and network problems.
 - Resolving customer related issues.
 - Analysis of data from the network management systems for traffic and performance statistics and production of management reports.
 - Devising and implementing preventive maintenance techniques.
 - Answering customer calls when Customer Care Dpt. is not operating.
 - Performs other related duties as required.
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Required Skills:

Languages: English

Experience required:

- 3+ years professional experience of telecomm networks, A working knowledge of management systems, Unix, Linux platforms, Networking knowledge.
- HP Open View Service Desk 5.X, HP Open View Network Node Manager 7.51, HP Open View Performance Insight Administration, HP Open View Operations 8.2
- Analytical thinking, fast reactions, problem solving ability, excellent communication skills.
- Managing requirements: independent/unsupervised tasks fulfillment.

Personality: Excellent verbal and written communication skills, responsibility, accuracy, analytical thinking, ability to find and select effective approaches.

Education: Secondary school or higher - Engineering or a closely related field

Other information:

Career Level: Mid Level (minimum 3 year experience required)

Employment Status: Full time

Starting Date: ASAP