

Network Monitoring Engineer

JTL-NCO-NME-08-20 | Engineering | Contract | Posted on June 8th, 2022 | Expires on August 21st, 2020

SUMMARY

We are looking to recruit a hardworking Network Monitoring Engineer, to Monitor and manage JTL Network and Systems - GPON, SDH, Core/IPMPLS, LTE RAN/CORE and Power system alarms, events, service outage, and network performance.

NETWORK MONITORING ENGINEER JOB RESPONSIBILITIES

- Detection of Network faults/anomalies from NMS/NPM 7x24, and dispatch to Maintenance teams to resolve in the form of Trouble tickets within set timelines.
 - Follow-through of Network failures' resolution while making necessary Escalations to ensure faults resolution within set SLAs.
 - Keep management and other business units informed during system/Network outages by sending out SMS and email notifications.
 - Commission/admit new network elements to the Network as per the provided guidelines.
 - Offer technical support to field teams on the phone to isolate or fault on Network faults.
 - Manage access requests to JTL Partners collocation rooms for field Engineers for faulting purposes where needed.
 - Prepare daily Network faults/maintenance report.
 - Manage network infrastructure database. (3rd party providers contacts, utility accounts, and contacts).
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QUALIFICATIONS FOR THE NETWORK MONITORING ENGINEER JOB

- University degree in a relevant field (Electrical and Electronic Engineering, Telecoms, Computer Science / IT).
 - Confident communicator and possess excellent attention to detail,
 - Good analytical and problem-solving skills.
 - Self-awareness and assertiveness.
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Location: Nairobi

Department: Network Operations

Job Type: contract