

NOC Team Lead

JTL-NCO-NTL-02-24 | Engineering | Full-Time | Posted on October 9th, 2024 | Expires on February 29th, 2024

We are looking to recruit a Network Operations Center Team Leader who will be responsible for the supervision of all first-level active and passive on-site and off-site technical support for all JTL infrastructure, including fibre backbone, FTTx, LTE mobile network, inside and outside plant infrastructure, among others.

NETWORK OPERATIONS CENTER (NOC) TEAM LEAD JOB RESPONSIBILITIES

- **Team Management:** Supervise and mentor a team of NOC Engineers, providing guidance and support in day-to-day operations. Schedule shifts, assign tasks, and ensure adequate coverage to maintain 24/7 network monitoring/support and NOC reachability.
- **Technical Leadership:** Provide technical guidance and support to team members in troubleshooting complex issues and implementing solutions.
- **Escalation Point:** Provide the first escalation point for Network faults and prolonged Network faults.
- **Network Faults/Availability Reports and Escalation:** Ensure accurate network fault reports and timely escalation notifications are prepared and submitted as needed. Ensure precise and punctual preparation of network availability reports as required.
- **Training and Development:** Provide technical training on tools, technologies, and processes in collaboration with other stakeholders.
- **Knowledge-base management:** Champion knowledge sharing by ensuring regular updates to the knowledge base.
- **Process Improvement:** Identify opportunities for process improvements, automation, and efficiency enhancements within the NOC.
- **Participation in Cross-Functional and Partner meetings**
- **SLA management:** Manage SLAs for links provided by third parties and prepare monthly outage reports for credit note requests. Ensure prompt reporting of network faults within the established Operations Level Agreement (OLA). Facilitate timely resolution of network faults through diligent follow-

up on restoration efforts and appropriate escalation to relevant stakeholders.

- Team Performance Management: Support the team in meeting their goals and conduct continuous performance monitoring and evaluation.
- **Manage NOC staff leaves/plans.**

QUALIFICATIONS FOR THE ROLE

- B.Sc/B.Eng in Computer Science / Computer Engineering / Electrical / Electronic Engineering.
- 4 – 6 years' work experience.
- CCNA, CCNP (Desired).
- Strong telecommunications, IP design skills, and in-depth knowledge of IP Networks.
- Understanding of ITIL v4 service management.
- Excellent business communication skills both verbal and written.
- A hands-on experience with the following is a must: Routing, Switching, and GPON Technology.
- Experience with Wired, Wireless Point-to-Point and Point-to-Multipoint technologies is desirable.

Location: Nairobi

Department: Network Operations

Job Type: full-time