Network Monitoring Engineer

JTL-NCO-NME-10-20 | Engineering | Full-Time | Posted on June 8th, 2022 | Expires on October 16th, 2020

NETWORK MONITORING ENGINEER ROLE

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).

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.

Location: Nairobi

Department: Network Operations

Job Type: full-time