Job Description

Job Title: NETWORK Operations Team Leader	**Employer:** Telikom Limited
Job Code: JD- NOTL	**Job Grade:**
Department: Access Network Operations	**Job Location: Madang**
Revision Date: 12/03/2024	**Equal Employment Employer**

Job Summary

As a Team Leader Network Operations - Madang, you will be responsible for leading a team of network engineers to ensure the smooth operation, maintenance, and optimization of our Telikom's network infrastructure. You will oversee the daily activities of the network operations team, provide technical guidance, and contribute to the development of network strategies to meet business objectives. The ideal candidate will have strong leadership skills, extensive experience in network operations, and a passion for driving excellence in network performance and reliability.

Main duties/responsibilities include;

- Provide leadership, guidance, and mentoring to a team of core network operations professionals.
- Foster a collaborative and supportive team environment, encouraging knowledge sharing and skill development.
- Set clear goals and expectations for team members, and monitor performance to ensure objectives are met.
- Oversee the operation and maintenance of core network elements, including routers, switches, gateways, and other critical infrastructure components.
- Monitor network performance and proactively identify and resolve issues to minimize downtime and ensure optimal performance.
- Develop and implement procedures for network configuration, monitoring, and troubleshooting.
- Coordinate with cross-functional teams to implement network changes and upgrades while minimizing disruption to services.
- Lead the response to network incidents and outages, ensuring timely resolution and minimal impact on operations.
- Establish escalation procedures and protocols for handling critical incidents, including after-hours support as needed.
- Conduct post-incident reviews to identify root causes and implement corrective actions to prevent recurrence.

- Analyze network traffic patterns and utilization to forecast capacity requirements and plan for future growth.
- Work closely with engineering teams to optimize network performance and efficiency through configuration tuning and hardware/software upgrades.
- Implement network performance monitoring tools and develop strategies to continuously improve network reliability and performance.
- Maintain accurate documentation of network configurations, procedures, and troubleshooting steps.
- Generate regular reports on network performance, uptime, and incident resolution metrics for management review.
- Ensure compliance with regulatory requirements and industry standards related to network operations and security.

Internal & External Stakeholder Responsibilities

- Collaborate with internal engineering teams to implement network changes, upgrades, and expansions.
- Work closely with IT support teams to address user-reported network issues and escalations.
- Manage relationships with external vendors and service providers who supply network equipment, software, or services.
- Interface with regulatory agencies and compliance bodies to ensure that network operations comply with relevant industry standards, regulations, and data protection requirements.

Key Skills and Competencies

- Leadership Skills
- Technical Proficiency
- Communication and Collaboration
- Problem-Solving and Troubleshooting
- Adaptability and Continuous Learning

Reporting Relationships

The Network Operations Team Leader - Madang will report to Operations Manager – Momase/EHP.

Qualification/Experience/Attributes

- Bachelor's degree in Computer Science, Information Technology, or related field; relevant certifications (e.g., CCNP, CCIE, JNCIP) preferred.

- Proven experience (5+ years) in network operations, with a focus on core network technologies such as routing, switching, MPLS, BGP, OSPF, and QoS.
- Strong leadership and team management skills, with the ability to motivate and develop a diverse team of network professionals.
- In-depth knowledge of network monitoring and management tools (e.g., SNMP, NetFlow, Wireshark, Nagios).
- Experience with network security principles and best practices, including firewalls, VPNs, and intrusion detection/prevention systems.
- Excellent problem-solving and troubleshooting skills, with a proactive and customer-focused mindset.
- Effective communication skills, with the ability to convey complex technical concepts to both technical and non-technical stakeholders.
- Experience working in a fast-paced, dynamic environment with a focus on continuous improvement and innovation.

NOTE: *This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.*