

## Job Description

<b>Job Title:</b> Network Operations Team Leader	<b>Employer:</b> Telikom Limited
<b>Job Code:</b> JD - NOTL	<b>Job Grade:</b>
<b>Department:</b> Access Network Operations	<b>Job Location:</b> Manus
<b>Revision Date:</b> 12/03/2024	<b>Equal Employment Employer</b>

## Job Summary

As a Network Operations Team Leader - Manus, you will be responsible for leading a team of network engineers and technicians in ensuring the smooth operation, maintenance, and optimization of Telikom's organization's network infrastructure. You will play a critical role in managing network operations, addressing technical issues, implementing improvements, and ensuring high levels of network performance, reliability, and security.

## 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

Network Operations Team Leader - Manus report to Operations Manager – NGI Region.

## 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.*