Job Description

Job Title: SENIOR Engineer MSAN Operations	Employer: Telikom Limited
Job Code: JD - SEMSANO	Job Grade:
Department: Core Network Operations & NOC	Job Location: HQ/TL Rumana
Revision Date: 12/03/2024	Equal Employment Employer

Job Summary

As a Senior Engineer MSAN Operations within Core Network Operations & NOC at Telikom, you will play a critical role in ensuring the optimal performance, maintenance, and troubleshooting of Multi-Service Access Nodes (MSANs) and related access network infrastructure. Your responsibilities include overseeing MSAN operations, ensuring high network availability, implementing upgrades, and providing technical leadership to junior engineers. You will collaborate with cross-functional teams to enhance network efficiency and reliability while adhering to industry best practices.

Main duties/responsibilities include;

- **MSAN Network Management:** Oversee the operation, configuration, and maintenance of MSANs to ensure high availability and performance.
- **Fault Resolution & Troubleshooting:** Lead investigations into MSAN-related faults, perform root cause analysis, and implement corrective actions to minimize service disruptions.
- **Performance Monitoring:** Continuously monitor MSAN performance metrics, analyze trends, and optimize network capacity to meet service demands.
- **Software & Hardware Upgrades:** Plan and execute software patches, firmware updates, and hardware replacements in coordination with vendors and internal teams.
- **Documentation & Reporting:** Maintain accurate records of network configurations, changes, and incident reports while ensuring compliance with company policies.
- **Technical Leadership:** Provide guidance and mentorship to junior engineers, ensuring adherence to best practices in MSAN operations.
- **Vendor Coordination:** Liaise with equipment vendors and service providers for technical support, warranty claims, and issue resolution.
- **Process Improvement:** Identify inefficiencies in MSAN operations and recommend automation or procedural enhancements to optimize performance.
- **On-Call Support:** Participate in a 24/7 on-call rotation to address critical network outages and emergencies.

Key Skills & Competencies

- **Strong Technical Expertise:** In-depth knowledge of MSAN technologies, ADSL, GPON, VoIP, and related access network protocols.
- **Problem-Solving Skills:** Ability to diagnose and resolve complex network issues under pressure.
- **Leadership & Mentorship:** Experience guiding junior engineers and collaborating with cross-functional teams.
- **Analytical Thinking:** Proficiency in analyzing network performance data and implementing improvements.
- **Adaptability:** Flexibility to work in a dynamic operational environment with shifting priorities.

Reporting Relationships

The Senior Engineer MSAN Operations will report to the Team Leader MSAN Core Network Operations & NOC NCD.

Qualification/ Experience/Attributes

- Bachelor's degree in Telecommunications, Electrical/Electronics Engineering, Computer Science, or a related field.
- Minimum 5+ years of hands-on experience in MSAN operations, access networks, or ISP/Telco NOC environments.
- Certifications such as CCNA, JNCIA, or vendor-specific MSAN training (e.g., Huawei, Nokia, ZTE) are a plus.
- Proficiency in network monitoring tools (e.g., SolarWinds, PRTG, Nagios) and troubleshooting techniques.
- Strong knowledge of TCP/IP, VLANs, QoS, and network security principles.
- Experience with scripting (Python, Bash) for network automation is desirable.
- Excellent communication and documentation skills.
- Ability to work independently and in a team under tight deadlines.

> ***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.*