

Job Description

Job Title: SENIOR Technical Officer Network Operations	Employer: Telikom Limited
Job Code: JD - STONO	Job Grade:
Department: Network Operations	Job Location: Goroka-EHP
Revision Date: 12/03/2024	Equal Employment Employer

Job Summary

As the Senior Technical Officer – Network Operations, you will be responsible for ensuring the reliable and efficient operation of Telikom’s telecommunications network infrastructure. This role involves monitoring, maintaining, and troubleshooting core and access network systems to minimize service disruptions and optimize performance. You will collaborate with technical teams to implement network upgrades, conduct preventive maintenance, and respond to network-related incidents.

Main Duties and Responsibilities

Network Monitoring & Maintenance

- Monitor core and access network elements including switches, routers, transmission systems, and fiber infrastructure.
- Conduct routine inspections and preventive maintenance to ensure optimal network performance and uptime.
- Perform link testing, bandwidth utilization checks, and latency assessments to detect anomalies.

Fault Diagnosis & Incident Response

- Respond promptly to network alarms and outages, diagnosing faults and restoring services.
- Troubleshoot Layer 1–3 network issues across IP, MPLS, and transmission platforms.
- Coordinate with field technicians and vendors for emergency repairs and equipment replacements.

Infrastructure Management

- Ensure compliance with network standards, protocols, and operational procedures.
- Maintain accurate logs, reports, and documentation of network performance and incidents.
- Recommend upgrades and optimizations to improve network efficiency and scalability.

Service Continuity & Resilience

- Oversee backup links, failover configurations, and redundancy planning.
- Support disaster recovery initiatives and network resilience strategies.
- Implement traffic rerouting and load balancing during outages or maintenance windows.

Team Coordination & Technical Support

- Provide technical guidance and training to junior technicians and field staff.

- Collaborate with power operations, facilities, and external contractors for seamless network support.
- Participate in network expansion projects and commissioning of new sites.

Key Skills & Competencies

- **Network Expertise** – Strong knowledge of IP networks, transmission systems, and fiber infrastructure
- **Troubleshooting** – Ability to diagnose and resolve complex network faults
- **Preventive Maintenance** – Skilled in scheduled servicing and performance tuning
- **Incident Response** – Capable of quick decision-making under pressure
- **Documentation** – Proficient in reporting, record-keeping, and compliance
- **Protocol Knowledge** – Familiarity with TCP/IP, MPLS, SNMP, and routing protocols
- **Team Leadership** – Ability to mentor junior staff and coordinate cross-functional teams
- **Analytical Thinking** – Strong problem-solving and data-driven decision-making

Reporting Relationships

The Senior Technical Officer Network Operations will Report to the Manager – Access Network & Power Operations – Goroka EHP

Qualification/Experience/Attributes

- Diploma/Degree in Telecommunications Engineering, Network Systems, or related field
- Minimum 5+ years of experience in network operations (telecom preferred)
- Certifications in networking (e.g., CCNA, JNCIA, CWNP) are a plus
- Hands-on experience with network monitoring tools (e.g., PRTG, SolarWinds, Wireshark)
- Strong technical writing and communication skills
- Ability to work in remote sites and respond to after-hours emergencies
- Detail-oriented, safety-conscious, and proactive in network planning

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