

## Job Description

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| <b>Job Title:</b> TEAM Leader Access Network Operation | <b>Employer:</b> Telikom Limited  |
| <b>Job Code:</b> JD - TLANO                            | <b>Job Grade:</b>                 |
| <b>Department:</b> Access Network Operations           | <b>Job Location:</b> HQ/TL Rumana |
| <b>Revision Date:</b> 12/03/2024                       | <b>Equal Employment Employer</b>  |

## Job Summary

As a Team Leader – Access Network Operations at Telikom, you will oversee critical aspects of access network functions, ensuring seamless service delivery and operational efficiency. Your role involves leading a team of technical professionals, managing network infrastructure maintenance, optimizing service performance, and driving strategic initiatives for improved network reliability and expansion.

## Main duties/responsibilities include;

- **Team Leadership & Coordination:** Provide direction, mentorship, and oversight to the Access Network Operations team, ensuring efficiency and productivity.
- **Network Operations Management:** Oversee daily network operations, including troubleshooting, maintenance, and service restoration to ensure optimal network performance.
- **Infrastructure Maintenance & Upgrades:** Supervise network infrastructure improvements, implementing upgrades and preventive maintenance strategies.
- **Service Quality Assurance:** Monitor key performance indicators (KPIs) and address service delivery issues, ensuring adherence to quality standards and customer satisfaction.
- **Stakeholder Collaboration:** Act as a liaison between technical teams, senior management, and external stakeholders to coordinate operational improvements.
- **Process Optimization:** Identify opportunities to streamline workflows and implement best practices for operational efficiency.
- **Compliance & Risk Management:** Ensure compliance with industry standards, safety protocols, and company policies to minimize risks and improve service reliability.
- **Performance Monitoring & Reporting:** Generate reports on network performance, outages, and operational challenges, providing recommendations for improvement.
- **Strategic Planning & Execution:** Develop and execute strategies for network expansion and service enhancement aligned with organizational objectives.

## Key Skills & Competencies

- Leadership & Team Management
- Technical Knowledge of Access Networks
- Problem-Solving & Decision-Making
- Communication & Stakeholder Engagement
- Analytical Thinking & Process Improvement
- Adaptability & Strategic Planning

## Reporting Relationships

The Team Leader – Access Network Operations will report to the Operations Manager – Southern, Regional Network Operations.

## Qualification/Experience/Attributes

- **Bachelor's degree** in Telecommunications, Network Engineering, or a related field (preferred).
- **Proven experience** in network operations, team leadership, and service management.
- **Technical proficiency** in telecommunications infrastructure, access networks, and troubleshooting methodologies.
- **Strong leadership abilities**, with experience managing technical teams in a fast-paced environment.
- **Excellent communication skills**, with the ability to liaise across departments and external stakeholders.
- **Problem-solving expertise**, demonstrating a proactive approach to operational challenges.
- **Understanding of compliance**, industry regulations, and risk management in telecommunications.
- **Ability to adapt** to evolving technologies and implement strategic network enhancements.

**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.*