

Job Description

Job Title: TEAM Leader MSAN Operations	Employer: Telikom Limited
Job Code: JD - TLMSAN	Job Grade:
Department: Core Network Operations	Job Location: HQ/TL Rumana
Revision Date: 12/03/2024	Equal Employment Employer

Job Summary

As the Team Leader for MSAN (Multi-Service Access Node) Operations within Core Network Operations & NOC, you will oversee the deployment, maintenance, and optimization of MSAN infrastructure to ensure high availability and performance of Telikom's access network. You will lead a team of technicians and engineers, coordinate with cross-functional departments, and implement best practices for network reliability and efficiency.

Main duties/responsibilities include;

- **Oversee MSAN Operations:** Manage day-to-day activities related to MSAN deployment, configuration, troubleshooting, and upgrades to ensure seamless service delivery.
- **Network Maintenance:** Ensure MSAN nodes are operational, perform routine checks, and coordinate preventive/corrective maintenance to minimize downtime.
- **Inventory & Resource Management:** Monitor MSAN hardware/software inventory, ensure spare availability, and optimize procurement for critical network components.
- **Technical Support & Escalation:** Provide advanced troubleshooting support for MSAN-related issues and act as an escalation point for the NOC and field teams.
- **Team Coordination:** Schedule and supervise team activities, including shift rotations, on-call duties, and emergency response for network outages.
- **Documentation & Compliance:** Maintain accurate records of network configurations, changes, and incident reports while ensuring compliance with company policies and regulatory standards.
- **Cross-Department Collaboration:** Liaise with Core Network, Transmission, and IT teams to align MSAN operations with broader network strategies.
- **Process Improvement:** Identify inefficiencies in MSAN operations, propose automation/optimization solutions, and implement best practices for network performance.
- **Training & Development:** Mentor junior engineers, conduct knowledge-sharing sessions, and ensure team competency in MSAN technologies.

Key Skills & Competencies

- **Technical Expertise:** In-depth knowledge of MSAN technologies, DSL/GPON networks, and IP/MPLS systems.
- **Leadership & Team Management:** Ability to motivate, delegate, and manage a technical team under pressure.
- **Problem-Solving:** Strong analytical skills for diagnosing and resolving complex network issues.
- **Communication:** Clear reporting to senior management and effective coordination with stakeholders.
- **Adaptability:** Flexibility to handle network emergencies and changing priorities.

Reporting Relationships

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

Qualification/ Experience/Attributes

- Bachelor's degree in Telecommunications, Electrical Engineering, or related field.
- 3+ years of experience in MSAN/DSL/GPON operations, with at least 1 year in a supervisory role.
- Relevant certifications (e.g., Huawei/ALU MSAN, CCNA, or equivalent) are a plus.
- Familiarity with network management systems (e.g., U2000, Cacti), CLI troubleshooting, and ticketing tools.
- Decision-making, stakeholder management, and a proactive approach to network optimization.

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.