

Job Description

Job Title: TEAM Leader IP Mobile Operations	Employer: Telikom Limited
Job Code: JD - TLIPMO	Job Grade:
Department: ICT & Transport Network	Job Location: HQ/TL Rumana
Revision Date: 12/03/2024	Equal Employment Employer

Job Summary

As the Team Leader for IP Mobile operations, you will report to the IP MPLS Operations Manager. In this role, you will lead the IP Mobile Operations team, ensuring alignment with IP MPLS Operations objectives and broader ICT & Transport Network goals to meet business needs.

Main duties/ responsibilities include;

1. Customer (Internal & External)

- Play a leading role in the effort of modernization and resilience and to some extent security of the IP Mobile Network.
- Apply Configuration changes according to Engineering Briefs (Engineering Briefs) and Trunk Alteration Dockets (TADs) in accordance with standard IP MPLS Operations practices.
- Provide Customer Support on escalated Trouble Tickets (TTs) in a timely manner.
- Promote (readily) availability of IP Mobile Network Information in a timely manner as/when required/requested.

2. Financial

- Uphold best and cost saving practices on purchases
- Provide estimated costing on IP Mobile Network Operations Tasks and Requirements

3. People

- Train and improve skills level of direct reports by providing mentoring and guidance in maintaining the best upkeep and 98% network availability including work ethics.
- Motivate direct reports to outperform by setting examples in areas of personnel character and commitment.
- Improve collaboration of teams by fostering communication and interaction with all company employees, internal divisions, clients and vendors.
- Enable effective engineering/technical trainings, mentoring and development programs in place to meet these priority needs.

4. Process

- Take the lead in achieving priorities aimed at the effective operation of the IP Mobile Network.
- Work together with projects teams in the upgrading of the existing IP Mobile Network
- Plan and carry out Routine Maintenance Works
- Develop templates to be used as configuration guidelines that also includes housekeeping and device hardening / Security.

Key Skills & Competencies

- Strong knowledge of IP networking, mobile technologies (4G/5G), routing, and security protocols.
- Ability to motivate, delegate, and manage a technical team effectively.
- Analytical mindset with the ability to troubleshoot complex network issues.
- Excellent verbal and written communication skills for reporting and stakeholder engagement.
- Capable of making quick, informed decisions under pressure.
- Experience in coordinating technical projects and meeting deadlines.
- Understanding of cyber security threats and mitigation strategies in mobile networks.

Reporting Relationships

Team Leader IP Mobile will report to the Manager IP MPLS and have few officers' report under this position NCD.

Qualification/ Experience/Attributes

- Bachelor Degree in in Electrical Engineering, Communication Engineering, IT, Computer Science or relevant.
- Cisco Certification includes Routing and Switching, Firewall, etc.
- Current member to IEPNG
- 5+ years in similar role in Telecommunication Engineering industry.
- Experience in Cisco Router, Switches, Firewall configuration
- Experience in Huawei Router, Switches, Firewall configuration
- Experience in Unix and Linux OS will be a bonus
- Experience in Troubleshooting in IP Network including L3 and L2
- Competent in Microsoft software applications

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.