

## **NOC Operation Engineer**

### **The key duties and responsibilities of the role include (but are not limited to):**

- Reporting to the NOC Manager
- Responsible for 24x7 Network Operations on Mobile, Transmission and IP network monitoring and fault management
- Performs 2nd-level troubleshooting and resolves or escalates on Mobile, Transmission and IP network
- Coordinate and process Network Change Request
- Document and update of NOC operation processes and troubleshooting guides
- Conduct training for NOC shift engineers for fault isolation and resolution
- Support new services user acceptance test and documentation
- Manage major incident and conduct post mortem review
- Monitor network KPI and QoS reports for regulatory submission
- Participate in weekly network or service review meetings with internal units and vendors
- Support customer service in managing customer complaints and feedback