

NOC Shift 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
- Responsive to all incident reporting, NOC hotline calls and emails
- Performs first-level troubleshooting and resolves or escalates on Mobile, Transmission and IP network
- Managing major incidents escalation and reporting to regulatory
- Create trouble ticket and provide timely update till closure
- Managing site access with building owners for fault rectification
- Report and coordinate faults rectification with other operators and service providers
- Support pre and post network change activity
- Support customer service team on services issues and feedback
- Generate daily network performance report