

Job Description

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Position Title:	Network Operation Center Engineer
Department:	Operation
Grade Level:	N/A
Location:	Freetown, with travel to the provinces
Reports to:	Network Operation Center Manager
Provides supervision to:	N/A
Position currently held by:	

Duties and Tasks	
1.	Align the strategy of the Network Operation Center operation with the IT Infrastructure and telecommunication division strategy
2.	Plan and prepare the annual work program of the Network Operation Center, including its objectives, budget, and prioritize work for the Network Operation Center Engineers based on their skills and expertise
3.	Implement the NOC annual work program and report periodically on the status and results to the IT Infrastructure and Telecommunication Manager
4.	Provide technical guidance within the framework of the organisational policies and guidelines to NOC Engineers on monitoring the organisation's IT infrastructure and take proactive measures to ensure maximum IT infrastructure service availability and performance
5.	Provide leadership in IT process automation to reduce mean time to recovery (MTTR) and help NOC engineers meet SLA's by designing NOC procedures to handle incident resolution and provide a high-quality response
6.	Provide training and technical support to NOC Engineers in NOC documentations and procedures mastery
7.	Provide innovative inputs to improve the organisation's IT infrastructure problem resolution process to deepen the understanding of the root causes and consequences of everyday incidents and take appropriate measures to anticipate these incidents and problems
8.	Design the communication framework within the NOC, between the NOC members and other IT teams, and IT Managers and manage the communication toward the entire organization in case of emergency
9.	Contribute to the preparation and dissemination of policies, guidelines, ITIL standards, and procedures on the organisation's IT infrastructure administration within the organization
10.	Coordinate the update of the centralized source for all knowledge and documentation accessible to the IT Infrastructure experts. The knowledge base will be updated regularly with experiences and lessons learned for future reference and improvements
11.	Play a vital role in the service Availability Management Process following ITIL best practices responsible for ensuring that the process fits the purpose. The responsibilities include design, change management, and continual improvement of the process and its metrics

Competencies

- Sound experience in network operating system, and IT infrastructure applications administration.
- Substantial incident and problem troubleshooting skills, analytical skills, and collating and interpreting data from various sources.
- Well-versed with the functioning of networking equipment, such as switches, routers, and firewalls, among others

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- Ability to assess and prioritize faults and respond or escalate accordingly.
- Familiar with networking protocols, have scripting experience in Python, Bash, and Perl, and have worked in cloud infrastructure.
- The ability to manage a team in a customer service environment, communication, and organization are essential.
- Ability to work in a multi-task environment and document work in progress.
- Ability to apply innovative approaches.
- Ability to communicate and write effectively in English; good communication skills in French is an added advantage.
- Competent in the use of Microsoft applications such as Word, Excel, and PowerPoint.
- Proven analytical skills.
- The ability to detect and correct anomalies and initiate a propose solutions for improvements.

Physical and sensory demands

- Ability to perform repetitive tasks; manual dexterity
- Vision abilities required include close, distance, and depth perception
- Ability to walk/stand on concrete for prolonged periods of times

Qualifications:

- At least a degree in computer science, information technology, Certifications, such as Network + from CompTIA or Cisco Certified Network Professional (CCNP) (or its university equivalent) in electrical engineering or any other related discipline

Resource Requirement

- Computer, TFT/LCD monitor, Printer, scanner, LAN, routers, etc.

Working Environment/ Conditions:

- Work within Freetown and some other parts of the provinces within Sierra Leone
- Travel, flexible shifts and changing work environments

Accepted by:

Employee (printed)

Signature

Date

Managing Director (printed)

Signature

Date