

# Engineer - Enterprise Services Operations

Location

Akbar Brothers - 1st Floor

Closing Date

12/24/2021

Description

## The Job

- Resolve complex service incidents liaising with lead engineer support to ensure service incidents are resolved
- Analyse trends in service incidents to identify common network & service related limitations
- assess the network impact based on nature of the fault, alarms from EMS and traffic pattern to recognize affected services
- Operationalize the designed permanent fix for the issue based on root cause analysis to prevent recurrences
- Prototype the recommended configuration or system changes to implement new feature or service
- Prepare testing and verification procedures to ensure the new feature or service is implemented properly without affecting existing services
- Maintain training documents for existing technologies, systems, products, services and applications for the reference of technical staff to build a competent technical team
- Specify data analysis procedures and methodologies aligning with divisional data analysis strategies to produce informative reports
- Assess impact and risks of the new release based on evaluation criteria to avoid adverse network impacts
- Develop procedures and methodologies for database management to ensure optimum resource usage
- Operationalise contingency planning based on the given guidelines to minimise impact on customers

## Entry Requirements

### The Person

- BSc in Engineering in Electrical and Electronics / Telecommunications from a recognized University

