

Job Description

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Job Title Job Location Category

NOC Supervisor Dar es Salaam

Job Type Job level Industry

Full Time Manager Telecommunication

Open to Expatriates

Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget Max Budget Primary Industry

- Telecommunication: 3 Years

Secondary Industry Primary Category Secondary Category

- NOC Analysis/Management: 2 Years

Certificate Qualification

- -

Summary

To perform the NOC Supervision function of passive infrastructure network surveillance/ monitoring, escalation, and reporting to ensure target KPIs for infrastructure availability are met and maintained.

Responsibilities

ESSENTIAL FUNCTIONS:

- To ensure shift staffing requirements are met for shift supervision.
- To ensure effective monitoring of the entire Company's passive network infrastructure during the shift.
- To ensure NOC shift staff timely detect and log/document all infrastructure incidents in the available NOC activity management system/s.
- To timely escalate (horizontally and vertically) and follow-up all shift detected incidents to handlers by way of callouts handling process to achieve agreed infrastructure services availability KPIs (E.g. Time to Detect (TTD), Mean Time To Repair (MTTR)).
- To perform fault handling with the regional MTCE contractors and escalate any incidents exceeding the agreed SLA timelines using the incident management process to the supervisors and handlers.
- · Generate operational shift reports and updates for management attention and action for all NOC activities.
- Guide the NOC shift staff to provide the contractor access control function to sites in the regions through site intrusion handling.
- Ensure any assigned housekeeping duties are carried out in conjunction with the regional personnel, contractors, and supervisors.

SUPERVISORY RESPONSIBILITIES:

All NOC shift contracted staff on duty.

HR-RELATED ISSUES:

- Ensure positive team actions under any circumstances.
- Ensure ongoing feedback is provided and corrective action is taken where required.
- · Focus on solutions, not problems.
- Ensure that appearance and behavior are always in line with the Company's policies and other guidelines.
- In a timely manner, escalate matters as appropriate to the line manager and/or the escalation matrix stipulated in the relevant Company / Group policy.

HSSE AWARENESS AND ACTION:

- Ensure that own vehicle and other company equipment is operated in line with health and safety guidelines.
- Raise any HSSE deviations and/or perceived problems/concerns to the urgent attention of senior management.
- Ensure that all officers within the department comply with the Organisation's health and safety

COMPETENCIES:

- · Leadership and supervisory training.
- Service delivery & support process training.
- · A good team player.
- · Self-motivated and resilient.
- · Good people management skills.
- · Ability and willingness to work shift hours (day and night shifts).
- · Good decision-making skills.
- Demonstrate incident &problem resolution skills.
- · Good organizational skills.
- · Good written and verbal communication skills.
- · Ability to work without supervision

ENVIRONMENT:

95% performed in an internal environment working shift hours on a 24/7 basis, under normal NOC office conditions. While performing the duties of this job, the employee is regularly required to sit, use hands and fingers to feel and handle; reach with arms and hands: talk and hear

Education & Qualifications

 At least Higher Diploma in Electrical/Telecommunications/computer systems engineering or Information Technology from a recognized institution

Requirements

- 3 years of experience in NOC operations and handling will be an added advantage.
- 2 years of experience in service delivery and support process handling will be an added advantage

Characteristics

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- · Service delivery & support process training.
- · A good team player.
- · Self-motivated and resilient.
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Reporting To

NOC Manager

Driving Licence

Not Required

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