



Job Description

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Job Title NOC Supervisor	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Manager	Industry 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

- 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.

Reporting To

NOC Manager

Driving Licence

Not Required

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