

NOCM – Network Operations Centre Manager

Work Location

- The work environment is located in Pardis IRAN.

Grade

- Manager

Reporting Structure:

- Directly responsible for 24x7 Network Operations Centre.
- Reporting to the Director of Service Support.

Description:

- The Network Operations Manager's role is to plan, direct, and coordinate the installation and support of ParsOnline's network systems to ensure the availability of the organization's IT assets and Network Services provided. This includes configuring, maintaining, monitoring, troubleshooting, and optimizing all new and existing network hardware, software, and communication links. A critical function of this role is to develop, document, and implement policies and procedures to maximize the quality of our implementations. Working with various groups, the Manager ensures that the operational requirements of the telecommunication network and the customer's networks are maintained at agreed levels. The NOC Manager will function within a 24 x 7 x 365 network operations facility designed to provide service assurance of all the networks of the company.

Responsibilities:

- Establish and Implement Quality Procedures. Identify areas for improvement within the NOC environment and recommend enhancements for implementation
- Work in a process oriented fashion, improving existing process and procedures and creating/implementing new to streamline NOC operations
- Contribute to the evaluation and implementation of monitoring tools
- Ensure NOC processes are aligned towards achieving committed SLAs and KPIs.
- Ensure objectives and goals of the NOC are met in relation to customer service down times.
- Lead a team of NOC Operators responsible for 24/7 fast paced operational environment and ensure call rotations are covered.
- Establish NOC best practices and policies for installing, configuring, maintaining, and troubleshooting network hardware, software, and monitoring
- Recognize training requirements for people and give coaching where applicable. Guidance, mentoring and technical training of NOC staff.
- Maintain a working knowledge of a wide range of applications, systems and network technologies.
- Ensure accuracy and detail with all NOC trouble tickets, assist with prioritization and delegation when necessary.
- Ensure the continuous availability of all data network service.
- Planning and coordinating network maintenance and changes, while minimizing customer impact and maximizing the productivity of company resources
- Ensure methods, procedures and policies are available and in effect for all NOC employees.

- Perform root cause analysis and identify repeat problems in order to provide a solution prior to becoming a chronic issue.
- Plan organization-wide activities (setting objectives, developing strategies, budgeting, developing policies and procedures, and organizing the functions necessary to accomplish the activities)
- Monitor and test fixes to ensure problems have been adequately resolved.
- Oversee the development, implementation, and administration of NOC staff training procedures and policies.
- Actively monitor NOC key performance indicators.
- Identify and plan NOC staffing effectively; selecting, training and developing employees; directing employees toward desired objectives; delegating, motivating, resolving problems; and controlling the functions
- Developing NOC performance standards, measuring results, taking corrective action and rewarding employees as appropriate.

Qualifications, Experience & Skills:

- B.S. Degree Technology/Engineering (Electronics/Telecommunication).
- 7+ years in Network Operation and Maintenance Experience.
- 5+ years of IT management experience in a 24x7 environment with at least four 9's availability.
- 5+ years NOC experience, or a similar telecommunications environment is required.
- CISCO CCNP/ CCIP/ CCSP/ CCVP (at least one), CISCO CCIE (Preferred).
- A thorough understanding of ITIL and experience with implementing ITIL methodologies into an organization. ITIL Qualifications preferable.
- Must be familiar with TMFORUM's eTOM model.
- Knowledge of the following network technologies: SONET, VOIP, HFC, IP, VOD, ISP services, Carrier Ethernet, IP Video, TDM Telephony and OSS.
- Thorough understanding and working knowledge of TCP/IP, routing, switching, and WAN/MAN technology; experience with MPLS and BGP in a service provider environment is preferred
- Excellent communication skills (Oral and written).
- Excellent people skills and proven ability to develop and lead others.
- Excellent motivation skills.
- Deadline-driven; detail oriented; focus on continuous improvement.
- Team player, work well across functions and levels.
- High integrity and business ethics
- Fluency in English. Farsi Preferable.
- Ability to motivate teams to produce quality materials within tight timeframes and simultaneously manage several projects
- Ability to participate in and facilitate group meetings
- Good understanding of telecoms/ISP business and local market dynamics.