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| **Management Service Consulting** |

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| **Field** | **Detail** |
| Job Title | O&M Technician |
| Date of profiling | May -2-2022 |
| Location | Goma /DRC |
| Department and Location | Operations |
| Incumbent Supervisor (Second Level) | O&M Manager |
| Incumbent Supervisor (First Level) | O&M Engineer |

# Introduction

The job profile provides information to be used in a wide range of Human Resource decisions such as job evaluation, recruitment and selection, performance management, succession management and training and development.

# Performance Criteria

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| **Main Purpose** |
| * To provide customer support within SLA, ensure high network availability and quality of service. |

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| **1 - Key Performance AREA (Objective): Weight: 10%** | |  |
| **TECHNICAL OPERATIONS PLANNING** | |  |
| **Key Performance INDICATORS** | | **Performance Standards/Targets** |
| 1.1 | Ensures that given faults are resolved within the designated MTTR | Technical KPI’s |
| 1.2 | Does routine checks on all Routes as allocated by manager | Routine Checks |
| 1.3 | Compile routine report and traces and recommends on what needs to be done to improve network | Routine reports |
| 1.4 | Conducts quality checks and signs PATs for Operations projects | PAT documents |
| 1.5 | Conducts corrective and preventive maintenance |  |
| 1.6 | Attends to customer and network faults |  |
| 1.7 | Compiles daily reports |  |

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| **2 - Key Performance AREA (Objective): Weight:50%** | |  |
| **SERVICE AND NETWORK ASSURANCE** | |  |
| **Key Performance INDICATORS** | | **Performance Standards/Targets** |
| 2.1 | Field installations on all Technologies when requested by other departments |  |
| 2.2 | Customer CPE configurations |  |
| 2.3 | Attend to customer and network faults |  |
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| **3 - Key Performance AREA (Objective): Weight:50%** | |  |
| **DISASTER RECOVERY AND BUSINESS CONTINUITY PLANNING** | |  |
| **Key Performance INDICATORS** | | **Performance Standards/Targets** |
| 3.1 | Recommends protection of Nodes | BCP/Bi annually |
| 3.2 | Ensure routine Check and maintenance is done on the allocated route | Quarterly |
| 3.3 | Targets to minimize MTTR | Annually |

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| **4 - Key Performance AREA (Objective): Weight:5%** | |  |
| **CUSTOMER & STAKEHOLDER MANAGEMENT** | |  |
| **Key Performance INDICATORS** | | **Performance Standards/Targets** |
| 4.1 | Respond and resolve network and customer faults without SLA breach |  |
| 4.2 | Proper conduct and communication with stakeholders |  |

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| **5 - Key Performance AREA (Objective): Weight:5 %** | |  |
| **COMPLIANCE (POLICIES AND PROCEDURE & SHE)** | |  |
| **Key Performance INDICATORS** | | **Performance Standards/Targets** |
| 5.1 | Complies with set SHE standards and procedures | Technical Risk Register |
| 5.2 | Takes the necessary steps to mitigate risks, including site monitoring, preventative maintenance & personnel safety. | Risk Matrix |

**3 Key Decisions and Accountability**

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| **Key Decisions:** |
| * Decides of proper and effective troubleshooting and problem resolution methodology |
| * Decides on the best tools to use in executing duties |

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| **Accountable for:** |
| * Timely resolution of customer and network faults |
| * Carrying out routing maintenances |
| * Safe and proper handling of allocated tools and resources |

* 1. **Job Requirements**
     1. **Qualifications**

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| **Formal Qualifications Required** | **Essential / Desirable** |
| Diploma in Network Engineering/Telecommunications | Essential |

* + 1. **Experience**

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| **Job Related Experience Required** | **Time Span** | **Essential / Desirable** |
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* + 1. **Knowledge Areas**

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| **Job Related Knowledge Required** | **Essential / Desirable** |
| Financial budgeting | Essential |
| Projects Management | Essential |
| Transmission and Access Technologies | Essential |

* + 1. **Skills**

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| **Job Related Skills Required** | **Essential / Desirable** |
| Excellent verbal and written communication and ability to present complex situations | Essential |
| Negotiation skills | Essential |
| Ability to analyse and solve complex problems to achieve the correct outcomes | Essential |
| Ability to lead, manage and develop staff and employees | Essential |
| Exceptionally self-motivated and directed | Essential |
| Keen attention to detail | Essential |
| Superior analytical, evaluative, and problem-solving abilities | Essential |

* + 1. **Span of control**

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| **Supervision / Coordination of People and Work** | |
| Current number of jobs |  |
| Number of people |  |

* + 1. **Memberships**

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| **Board/Professional Membership Required** | **Essential / Desirable** |
| Recognised Engineering Body | Essential |