



# Golis Telecom Somalia

## Human Resource Department

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### Job Announcement

<b>Position Title</b>	<b>NOC (Network Operation Center) Technician</b>		
<b>Issue Date</b>	<b>20/04/2008</b>	<b>Closing Date:</b>	<b>20/05/2008</b>
<b>Num. of Positions</b>	<b>1 (one)</b>		
<b><u>Notes:</u></b>	<b>Interested applicants should submit detailed and up-to-date curriculum vitae and other supportive documents before the closing date to the Office of Human Resources. All documents will not be returned, therefore do not include original testimonials.</b>		

#### **Summary:**

Golis Telecom Somalia is looking for telecommunication technicians that will perform as a member of a 7x24-call center team to begin the problem resolution process for the Telecommunications department. The winning candidate will be working in the NOC (Network Operations Center) monitoring, troubleshooting, and maintaining telecom exchanges and cellular equipment. The Technician will Monitor the telecommunications infrastructure for abnormalities and be able to diagnose problems as they occur.

We are looking for a Team Player, someone with the desire to do a great job, and be part of a rapidly growing company with a proven success record.

## **Responsibilities:**

- Contribute to the Company vision of being the industry leader in customer service through quality, commitment, courtesy and teamwork
- Monitor the telecommunications infrastructure for abnormalities and be able to diagnose problems as they occur.
- Institute the problem resolution process to correct abnormalities, working closely with Network Operation Center personnel, field Telecommunication forces, Technology Services (ISS) personnel, and other personnel as necessary.
- Provide troubleshooting fault resolution of switch and supporting equipment.
- Monitor and escalate trouble tickets as appropriate and with various vendors to facilitate problem resolution.
- Ensure management awareness of problems that are severe in nature, or that exceed service level commitments.
- Perform routine and preventative maintenance including software database backups.
- Managing Traffic Trails of various capacity ( STM-4, STM-1, DS-3, E1, Ethernet Links)
- Fault Management includes Monitoring and Troubleshooting of Network Element Nodes alarm, Traffic Alarms and System generated Alarms.
- Co-ordinations for implementation of new switch node and up-gradations for existing Switch nodes.
- Performance report generation and analysis.
- Provide technical support on networks designed and deployed equipment.

## **Requirements:**

- Ideal candidate will have an Associates Degree/Diploma in Computers Science or equivalent.
- Must have a strong understanding of data networking technology distributed applications systems running on MS operation systems.
- Knowledge of network management systems and diagnostic tools
- Working knowledge of the Microsoft Windows family of operating systems.
- Knowledge of Databases Management Systems : such as MS Access, MS SQL, etc..
- Experience with Networks: TCP/IP, Cisco routers, hubs and Ethernet switches.
- Knowledge of routing fundamentals, customer applications, and trouble shooting techniques.
- Ability to focus on multiple tasks simultaneously.
- Ability to determine problems and troubleshoot as needed.
- Willingness and ability to teach and train others.
- Strong verbal and written communications skills.
- Ability to work 3rd shift; nights, weekends, holidays as required.
- Participate in "On Call" rotation

## **General Characteristics Desired:**

- Rapid learning
- Multi-tasking
- Estimation and critical thinking
- Independent and self-managing when needed
- Ability to work in outside environment
- Ability to travel within the country on short notice
- Must perform well in a high stress environment with tight deadlines
- Strong technical writing and verbal communication
- Desire to mentor others and collaborate with teams
- Passionate and creative
- Hands-on and practical
- A focus on results
- Commitment to quality

**C/razak Ali Osman**

**Golis Human Resource Department**

