



NOC Engineer

Municipality of Pallini, Attica, Greece
Operations & Maintenance
Full time

Description

NOC Engineer (24/7 shift) is a key member of a team whose objective is the 24x7 surveillance (i.e. alarms monitoring, service monitoring) and first-line operation of the Company's radio and transmission access network in order to quickly identify, analyse and resolve faults as well as escalate, coordinate and follow up actions required by other Company teams or third parties like Field maintenance contractors, PPC company etc.

Main mission of the team is to secure the access network performance /availability targets and sustain the expected quality of services provided to Company customers.

Role accountabilities

- Monitor all access network nodes, promptly responding to alarms and clearing all faults as quickly as possible giving priority to service affecting incidents
- Manage Incidents & problem reporting Notification Outage(s)
- Promptly issue trouble tickets, to field contractors and/or technical teams, following up rectification actions and validating resolution
- Act proactively and appropriately escalate issues, based on impact analysis
- Liaise effectively with technical teams/field contractors to minimize down time
- Manage trouble tickets status and follow up until resolution, monitor SLA fulfilment and escalate accordingly
- Follow operational instructions in order to analyse, diagnose and remotely resolve faults as well as implement simple network changes based on written work instructions
- Carry out routine network performance checks & maintenance tasks
- Calendar update of planned works – assessment of criticality & daily update with impact analysis of scheduled works
- Update common network inventory records – register and communicate changes in both Radio & Transmission nodes accordingly
- Cooperation and joint investigation with technical support teams (Radio, Transmission, Infrastructure) in case of failures - 2nd level troubleshooting
- Keep records of incidents and provide relevant reports
- Work on 24X7 rolling shift

- Have a detailed view of access network (radio & transmission) status, via NMS & element managers operational view, emphasizing on critical network nodes operability

Requirements

Knowledge & Experience

- Degree AEI/TEI in Electrical Engineering, Telecommunications, or Computer Engineering
- Good knowledge of Microwave, MPLS, SDH & DWDM technologies
- Good knowledge of GSM, UMTS, LTE, and NR radio technologies
- Minimum of 2 years' experience in Telecoms or a related industry, preferably working as NOC Engineer
- Be familiar with the operation of:
 - a. Huawei Radio systems (e.g., NCE-Taishan, BSC, RNC, BTS, NodeB, eNB, Netcare)
 - b. Huawei Transport systems (e.g., RTN, PTN, NCE-MW, NCE-MPLS).
 - c. Marconi and Tellabs Transmission systems (e.g., IPT-MV36/38 NMS, Tellabs INM & 86xx).
 - d. NSN/Fujitsu Microwave and Backhauling systems (e.g., SRTxx, FlexiTrunk, FlexiMetro, Flexipacket, SRA series, HiT70xx & TNMS).
 - d. Ericsson BSCs, BTSs systems
 - e. NSN RNCs, NBs and NetACt NMS

Personal Skills

- Strong interpersonal and communication skills. Interact effectively with co-workers, clients and partners even in complex situations
- Analytical and logical approach to problem solving and self-motivation are important qualities, plus the ability to work well in a team of engineers. Ability to retain knowledge and cross-match new problems with previous ones
- Be familiar with Windows – MS Office. In addition the job holder must be able to use High Tech Tools
- Very good oral and written communication skills in Greek & English

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