



Network Operations Manager

Overview:

A client who provides affordable and unlimited internet access to South African Townships, is looking for a seasoned Network Operations Manager. The organisation has been in operation for over 10 years and are a home-grown tech company that builds tools and services enabling affordable internet access to 38 communities in South Africa.

As a crucial member of the IT team, the Network Operations would be responsible for implementing, monitoring and repairing networks and systems. They would also ensure reliable and secure network access and scheduling and implementing network maintenance.

Areas of responsibility:

Field teams

- Monitor all the field team groups to ensure installs are completed correctly, assist field teams with speed related/capacity related issues. Ensure field teams are installing correctly as per specification. Ensure support given by NOC engineers is in line with install and customer standards.
- Identify potential improvements from the installation process as well as the NOC-Field team support process.
- Identify problematic towers, sectors or area's as well as common problems and any hardware or configuration issues arising during installation.

Escalations:

To handle all escalations, these include:

- Client escalations of complex faults, poor service delivery, coverage/network queries.
- Field team escalations for complex faults/standard faults, recurring issues, problematic areas.
- Intra-department escalations with regards to process problems or interactions between staff members.

Apex

- Monitor APEX apex tickets, ensure NOC agents are managing the APEX queue, correct responses to clients, accurate information and effective service delivery.
- Improvements to NOC-Client responses, troubleshooting methodology and time to respond and repair.

Nodes

- Monitor access network(sectors) and manage client capacity and throughput.
- Improve/upgrade and adjust backhaul links to ensure sufficient capacity to each node.



- Ensure stability and sufficient redundancy at the node based on client count and revenue.
- Monitor power stage at each node and alert on increasing power demands to ensure site sustainability.
- Responsible for configuration, remote implementation and remote maintenance of all equipment at each node on the organisations network.
- Alert and notify mast teams to any required maintenance, emergency, outage at a mast that will require physical intervention, this is performed 24/7

Internal

- This includes assisting other departments with technology implementations, technology requirements for processes and service delivery. (Testbeds for hotspots, firewall implementations, VoIP implementations, Dev server installations).
- Acting resource for Teraco, handling installations and maintenance for all Data Centre equipment.
- Internal network support, onsite routers, switches and CCTV network.

General NOC

- Manage the NOC engineers, assist with management of Mast teams.
- Manage schedules for NOC engineers and Mast engineers.
- Ensure sufficient staff capacity of both NOC teams and Mast teams to handle daily network tasks and challenges.
- Analyze and improve processes for both teams, ensure that teams have available resources and processes to perform their functions efficiently.
- Mentor, train and improve individual skills of the team, evaluate strengths and weaknesses and try and assist each individual in improving skillset.
- Assume responsibility for each individual's work outcome, ensure the work quality coming out the NOC is always improving and in line with the organisations values and standards.

Network

- Troubleshoot in depth and advanced network faults such as dynamic routing failures of OSPF and BGP, bottleneck failures, spanning tree MST and STP, Simple queueing, OVPN EOIP and GRE tunnelling protocols, VLAN's, broadcast control, loop control, and NAT.
- Work on proprietary protocols such as MikroTik hotspot, simple queueing, Masquerade and neighbour discovery.
- Support multiple vendor equipment including MikroTik, Ubiquiti, Siklu, Hauweii, SIAE, Netonix, Cisco, TPLink, Cambium and BDCOM.
- Implement and Support the local VM infrastructure in Teraco JHB comprised of Proxmox and underlying network routing.



If you meet the above requirements and are looking for a new opportunity where you will be contributing to the upliftment of the Kasi communities, please send your CV and supporting documents to: Greer@talentontap.co.za