



Job Title	BTS Operations Engineer
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Purpose of the Job

Provide technical support, process development, and competence development for the operations of our customer's networks and BTS's, including software verification and problem solving as required.
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Key Responsibility Areas

JOB ROLES (if defined) AND KEY RESPONSIBILITIES:

Provide on-site support and training to our customers for the operation and maintenance of their network. Work with the customer to develop processes and competence for operating the BTS's including:

- Correct or lead corrections of BTS faults and performance degradations in the managed network
- Responsible to involve the development and implementation of Operations & Maintenance processes
- BTS Configuration Management support utilizing the NMS/2000
- Network Surveillance and Fault Management utilizing the NMS/2000.
- Software Maintenance including load BTS CD's and BTS software utilizing the NMS/2000.
- Preventative BTS maintenance to maintain Network integrity.
- Periodic reporting to Customer Care Management and Customer Operations staff.

DELIVERABLES / PERFORMANCE MEASURES (Goals and targets to be achieved, reporting etc.):

Completion of customer competence development against the operation's guide including customer acceptance.

Problems solved or escalated to the correct group/team.

BTS or related NE's downtimes kept at acceptable operation standards as dictated by the customer.

BTS or related NE quality in the network improved and local engineers trained in operation by OJT.

Competence

SKILLS AND KNOWLEDGE (List of the key competencies needed in the position):
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- Analytical and conceptual thinking
- Communication and competence transfer skills
- Customer service orientation
- Integrity and credibility
- Planning and organizing skills
- Problem solving skills
- Software background and experience in latest software's and troubleshooting techniques.

EXPERIENCE (Recommended work experience for this position):

- Strong experience in OEM BTS equipment.
- Experience in NMS/2000 applications for operating BTS's.
- Understanding of BTS, MSC, and SGSN network elements as they apply to BTS commissioning and integration.
- Experience in operating telecommunication networks
- Some experience in communicating with different groups/teams

EDUCATION (recommended level of education/knowledge):

MSc., BSc. or equivalent work related experience.