

Field Engineer (Southern, Northern, Eastern and Central)

Job Summary:

Direct and control the Regional Network Operations / Team Lead of Regional Network Operation Management (RNOM) efficiently to achieve division strategic operational KPI's within set objectives and meet smart spending financial targets and also ensuring all processes and procedures are being adhered to by all respective Regional Operation departments and regions hence improving customer experience.

Job Responsibilities:

- Manage the accessibility, operability, quality; reliability and integrity of the overall Regional Network Operation, Access Network, Transmission and CME are continuously improved in meeting the customers' satisfaction.
- Strategize and drive goals and action plans by managing and providing technical knowledge, expertise, support, and guidelines to improve the overall network performance.
- Manage all the critical problems with relevant parties at Zone, Region, Network HQ and Vendors especially in dealing with recurring CRITICAL, MAJOR, and persistent faults.
- Capture and analyse regional TPM data/Critical root causes and provide improvement proposals until it is executed.
- Manage and develop plan network performance analysis for recurring faults and non-compliance findings, hence providing solutions through technical proposals and recommendations.
- Facilitate, analyse & coordinate an improvement plans and activities to improve performance within regional, department, division, or company.
- Monitors, evaluates project updates & acceptance (ATP), and coordinate Remote ATP (RATP) process as per standard practice stipulated timeframe.
- Support the Regional to strategize and continuously formulate and ensure all Vendors/Partner follow operational guidelines, system policies and procedures to ensure high quality of network in accordance with the standard stipulated and relevant regulation (Standard Practice Procedure).
- Responsible the discipline and work ethics of subordinates in accordance with company policies and guidelines.
- Comply with company Safety and Health policies.
- Solve the RNOM operational issues by prioritize actions, act, and resolve related issues on processes and procedures such as Safety and Security.
- Other duties as assigned by immediate superior or other top management.

Job Requirements:

- Candidate must possess at least a Bachelor's Degree in Engineering (Civil/Electrical/Electronic) or its equivalent.
- At least 15 year(s) of working experience in the telecommunication industry.
- Strong and broad-based functional technical knowledge in the Telecommunication industry.
- Possess strong interpersonal, communication, leadership, and presentation skills.
- Good planning and organizational skills.

- Analytical management knowledge and ability to deliver results through cross-functional teams.
- Able to provide an excellent network quality.
- Able to reduce the number of recurring SA failures especially Critical, customer complaints, and network outages.
- Maintain committed and professional staff.