

	Organization Qualified and skilled Team. (QAST)		Subject	Number	
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QAST Job Description: -

Department/Section: CT Operation Division - Back Office
Job Title: Back Office CS Core Engineer
Reports to: BO Core TL

Job Purpose: This position provides operational support to Huawei CS Core Nodes. This support will cover planning, installation, and maintenance activities to proactively assist with the expansion and high availability of ZAIN's network infrastructure.

Key Tasks/Accountabilities:

- Working experience in the Telecommunication industry and previous experience in Huawei Core CS is required.
- KPIs and network statistics analysis, performance tuning, and optimization. Network performance improvement by parameters, counters & timer adjustment, and features handling.
- Know Core CS systems and elements such as (MSC, MGW, HLR, HSS, SVC, USC, UDM, ENS, ASBC, ISCB VNFs, mAGCF, and native cloud solutions).
- General understanding of Traffic cases: SS7 protocols/SIP good knowledge and traces troubleshooting.
- Acceptance test for Core Nodes.
- Providing full support to the performance team.
- Deliver daily, weekly, monthly, and quarterly reports containing the network status to highlight the issue and provide the solution for the operation improvement.
- Perform the daily analysis for CS Core and summarize the issues and solutions with an action plan.
- Perform monthly, quarterly, half-annual, and annual audits for all Core NEs.
- Support other departments in their tasks if it's related to the core network.
- Provide support to the planning and optimization dept. for the network plans (expansion/forecasting).
- Provide new solutions/recommendations for Core improvement.
- Perform night activities support and babysitting for all core network domain operations.
- Capacity, performance analysis & solution definition.
- SLA Management
- Confirm Core Status after software upgrades/updates
- Resolving issues related to Customer Complaints within SLA
- Configuration Management (generate and implement data transcript)
- Check Roaming to secure Roaming agreements.
- Preventive maintenance.
- Operational Instructions, processes, and documentation, and providing training to the Front Office team.

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Qualifications/Experience:

- B.Sc. in Telecom Engineering is mandatory.
- From 1-4 years of previous experience of working in a Core role.
- Mobile Telecommunications background is mandatory.
- Excellent English & Arabic Language.
- Must have a thorough understanding of the principle Core telecommunication, especially.

• Skills:

- Highly developed communication and reporting skills (verbal and written) in both Arabic and English.
- Ability to develop, interpret and apply best practice network deployment and maintenance methods/processes.
- Management of external network suppliers and vendors
- Troubleshooting
- Communication
- Report Writing
- Planning and organizing
- Analytical Thinking
- Highly developed skills in use of relevant network packages including Excel. Word, PowerPoint Internet and Email etc.