

## JOB DESCRIPTION

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| <b>JOB TITLE:</b>              | <b>Optical Support Engineer T3</b>         |
| <b>DEPARTMENT:</b>             | <b>Transmission NETWORK OPERATIONS</b>     |
| <b>REPORTS TO (JOB TITLE):</b> | <b>3<sup>rd</sup> line Support MANAGER</b> |
| <b>DIRECT REPORTS:</b>         | <b>None</b>                                |

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| <b>BRIEF SUMMARY OF THE OVERALL REQUIREMENTS OF THE ROLE:</b> | To provide 3rd line support on transmission (SDH, DWDM) network, mentor & train 2nd line, provisioning groups & ensure best working practice is applied across the network & management platforms. When required, the engineer is actively involved in network consolidation, new network deployment and operational readiness testing. The position involves being part of an on-call Rota. |
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| <b>KEY RESPONSIBILITIES:</b> | <ul style="list-style-type: none"> <li>▪ Providing support to 2<sup>nd</sup> line optical engineer. Ensuring network issues are resolved in timely manner.</li> <li>▪ Develop guidance on network surveillance, trouble shooting method on common issues. Introducing new method / tools to 2<sup>nd</sup> line support engineers.</li> <li>▪ Identify potential issues / bottle necks in transmission network. Provide recommendation and follow up with the remedy action.</li> <li>▪ Strategic projects – network upgrades, including but not limited to: <ul style="list-style-type: none"> <li>Software Upgrades</li> <li>Capacity Upgrades</li> <li>New POP Installs</li> <li>Node cut-ins / Node cut-outs</li> <li>Synchronization optimization</li> <li>DCN optimization</li> <li>Improving the proactive monitoring capability of the NOC</li> </ul> </li> <li>▪ Participate in internal reviews, continuous assessment, and procedure development</li> </ul> |
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| <b>PERSON SPECIFICATION:</b> |  |
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| <b>SKILLS REQUIREMENTS:</b>   |   |
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| <b>Essential</b>  | <b>Desirable</b>  |
| <ul style="list-style-type: none"> <li>• Strong logical problem analysis skills</li> <li>• Understanding of Optical Transmission (SDH/DWDM) structure &amp; process.</li> </ul> | <ul style="list-style-type: none"> <li>• DCN(IP/OSI) &amp; Cisco experience</li> <li>• UNIX (Solaris, HPUX) skill</li> <li>• Network design, documentation</li> </ul> |

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| <ul style="list-style-type: none"> <li>• In depth knowledge and hand-on skill on Nortel/Huawei DWDM, SDH equipment</li> <li>• Basic Ethernet, EOS knowledge</li> <li>• Good interpersonal and people communication skills</li> </ul> | <ul style="list-style-type: none"> <li>• Visio, MS office suite</li> </ul> |
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| <b>EXPERIENCE REQUIREMENTS:</b>  |  |
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| <b>Essential</b>   | <b>Desirable</b>   |
| <ul style="list-style-type: none"> <li>• 5 years industry experience</li> <li>• 3 years experience in a similar role (Vendor senior technical support or Service provider 3<sup>rd</sup> line technical support.)</li> <li>• In-depth operational experience</li> <li>• On-call experience</li> <li>• Experience on majority of the following products: <ul style="list-style-type: none"> <li>○ Nortel Transmission Equipment (Optera LH Repeater, MOR/MOR+, DX, TN64X, TN16X, TN4XE), network management system (Preside, EC1 and OPC)</li> <li>○ Huawei DWDM 1600G, 6100; SDH OSN series and management system (T2000)</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Network implementation</li> <li>• Network Management platform administration</li> <li>• Network migration, consolation etc.,</li> </ul> |

| <b>EDUCATION/QUALIFICATIONS:</b>  |  |
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| <b>Essential</b>  | <b>Desirable</b>   |
| <ul style="list-style-type: none"> <li>• College or University degree (Telecommunications Engineering) or equivalent</li> </ul> | <ul style="list-style-type: none"> <li>• Vendor training on SDH,DWDM equipment</li> <li>• Cisco certifications (CCNA)</li> </ul> |