



JOB DESCRIPTION

Senior Network Operations Engineer

Based in: GVA
Reporting to: Head of Operations

Position Purpose

The Senior Network Operations Engineer will be responsible for the day to day operations of the OnAir Networks which include 2 GSM networks, 1 GSM radio access network, and 2 data networks. The position Geneva shall be part of the existing operations team and shall together with the support from SEA provide 24x7 network support. In particular this role will focus on improving the quality of all aspects of our operation.

This Support Centre has key external interfaces towards Monaco Telecom International, Inmarsat, Thales, Airbus, SITA, Mobile Operators, Governments and Airlines.

Key Responsibilities

- Ensure effective monitoring, response and resolution to network events and requirements which includes:
 - Monitoring of all major network Service entities
 - Reporting and Performance Monitoring
- Provide ongoing enhancements/improvements to Operational procedures
- Provide key performance criteria for Network and Operations Centre
- Reporting of Network Status and Issues to both internal and external stakeholders for the fulfilment of obligations of OnAir and of its suppliers.

Knowledge, Skills and Experience Required

Knowledge:

- Knowledge of Mobile Telecoms networks (Operational knowledge of 2-2.5G GSM networks and data network) or operational knowledge of other telecommunications networks.

Skills:

- Communication, diplomatic and negotiation skills in an international environment
- Ability to work within a multi-disciplinary team
- Analytic and pragmatic to fulfil requirements to customers



- Excellent Linux/ MSOffice skills
- Excellent scripting skills in linux environment

Experience:

- 5 years in an operational support role on telecommunication networks with particular emphasis on GSM/GPRS/UMTS and IP networks
- Experience of continuous improvement in Operations

Strong candidates may also have additional experience in any of the following areas:

- Deployment/Operation of VPNs
- Deployment of Remote telecommunication networks

If you are interested in the position, please send your full application (C.V., cover letter and references) to David.Hornicek@sita.aero or <http://www.sita.aero/about-sita/careers/careers?apply=5247>