



Zen Internet Role Specification

JOB ROLE: Network Operations Manager

Key Deliverables

Zen Internet is looking for an experienced Network Operations Manager with a proven track record of leading and developing the Network Operations Centre function for an Internet Service Provider or Telecoms company. The key responsibilities are to manage the team to ensure service quality and network efficiency. The post holder will manage the budget and lead improvements to Maintenance, Provisioning, Service Restoration and Data Centre processes and capabilities.

The demands on the team are increasing due to new customers, more complex solutions and higher customer expectations. This role is an exciting opportunity for the right candidate to make an immediate impact in the operational running of a dynamic team, and develop its capability in line with the growth of the network, security, voice and hosting business.

The post holder will manage a team of 24 engineers, some of whom are on shift to provide 24x7 cover. The team monitor and maintain the networks and platforms, delivering the highest possible levels service. They also ensure that changes to the network and infrastructure are planned and executed in order to meet the agreed dates for service provision, and project builds are completed "right first time, on time".

The post holder will also be responsible for developing the strategy and budget, improving the integration between the team and other departments, improving customer service and managing suppliers.

The NOC provides 24/7 cover, so the post holder will be expected to be an escalation point for service issues, to make sure the correct technical teams are involved, during major out of hours emergencies.

Key Responsibilities

- Take responsibility for the day to day operation of the team, providing overall guidance and supervision
- Maintain and monitor required staffing levels and schedule to ensure that the team can meet the demand and respond in a timely manner to network and server anomalies and outages
- Maintenance –managing routines, obsolescence, contracts, suppliers, service providers
- Provisioning – meeting SLA on new provisions,
- Service Restoration - meeting SLA on services
- Capacity management – managing utilisation of assets
- To develop the team and work with other departments in Zen to achieve common business goals
- To act as an escalation point for customer problems and questions via telephone, e-mail and face to face
- To be escalation contact for service issues, out of hours
- Ensuring the right environment is in place so that staff are effectively mentored, developed and trained
- Develop and own the processes and procedures used by the team, based on best practice for the industry
- Develop documentation related to the departments work processes which is up to date and accurately reflects the day to day running of the team
- Organise and prioritise workload
- Lead internal projects to improve service
- Communicate with suppliers and service providers on behalf of the company
- Conduct team reviews and be responsible for personal and career development of team members

Candidate Profile

- Significant proven experience in comparable role within an ISP or Telecoms organisation
- Previous extensive experience of building and developing a technical team
- Excellent verbal and written communication skills
- Able to analyse problems, issues & needs and provide robust but adaptable solutions which meet current and future requirements
- The ability to handle objections and resistance to change
- Ability to cope with changing environment – including adapting to meet emergency business-critical events
- Effectively plans and organises own workload
- Self-motivated
- Capable of working under pressure/using own initiative with minimal supervision
- Team player, who contributes ideas and suggestions for improvement
- Keen interest in leading edge ISP technologies
- Happy to challenge existing processes and procedures
- Previous supplier management experience essential
- Exposure to running projects effectively is essential
- Experience of ITIL is desirable
- Experience of PRINCE2 is desirable
- Experience of ISO27001 is desirable