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| <b>OLIB</b> | <b>Job Description</b> | <b>REF : May - 2019</b> |
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**POSITION: IN Expert**

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| <b>FUNCTION</b>         | <b>: Technology</b>   |
| <b>FUNCTION SEGMENT</b> | <b>: IN &amp; VAS</b> |

**Role Summary/Purpose**

- Ensure the proper functioning of AMDOCS IN platform and the level of service guaranteed to customers
- Monitor and analyze the evolution of the performance indicators (KPI, PI) of the AMDOCS IN platform
- Identify and handle problems and risks, propose improvement plans and measure their effectiveness on the IN platform
- Carry out studies to optimize AMDOCS IN platform and handle change management process
- Provide engineering and management skills for the key IN projects.
- Provide the necessary inputs for the AMDOCS platform evolution

**MAIN ACTIVITIES**

**TECHNICAL ACTIVITIES:**

- Manage problem analysis and, if necessary, interface with IN vendor ( AMDOCS).
- Make health checks of the elements of the IN / VAS platform, and carry out preventive maintenance.
- Prepare and participate IN / VAS network improvement activities (integration of new elements, capacity expansion, software update, network reconfiguration).
- Challenge release notes and operations requests of the vendor (the support) on IN platform in order to avoid as much incidents and regressions
- Follow projects (validation of prerequisites, functional and technical specifications, maintenance contracts, acceptances testing, deliverables)
- Reference engineer for monitoring and follow big business impact operation like migration and platform upgrade
- Analyze and conduct the implementation of marketing offers on IN & VAS platform
- Develop new products based on Marketing product specifications and deliver on assigned timeline
- Ensure technical support to business department on the implementation of loyalty and churn prediction campaign
- Handle complaints and claims of Postpaid and Prepaid subscribers.

**Administrative and organization activities :**

- Elaborate and ensure the regular diffusion of KPIs and Dashboard
- Contribute on the implementation of the IN & VAS environment dashboard
- Drafts procedures on the main activities of IN & VAS environment.
- Follows budget commitments and maintenance with the IN vendor
- Keep track of IN project progress



### SKILLS FOR THIS POSITION

- **Good knowledge of Telecom Industry and IN platform ( Amdocs)**
- **Good experience in IN & VAS project management**
- **Familiar with Amdocs 5.1 Platform, Product catalog, pricing configuration.**
- **Familiar with Amdocs 9.4 Platform, Product catalog, pricing configuration.**
- **Experience in migration of Amdocs platform from version 5.1 to Version 9.4**

### Qualifications/Requirements

**Qualifications : Telecom or IT Engineer**

**Requirements : Minimum of 10 years of experience with current Network Operation**

### SPECIFIC REQUIREMENTS:

- **Detailed knowledge of all existing network technologies - Amdocs IN and VAS (VM, SMSC, CRBT ...) - essential.**
- **Mastering Unix / Linux / Windows operating systems - mandatory**
- **Knowledge of enterprise databases - essential.**
- **Experience with IP protocols - essential.**
- **Experience of real-time operations, 24/7 - essential.**
- **Ability to achieve objectives in an environment of strong operational pressure - essential.**
- **Very good communicator - essential.**

### To apply:

**Please submit your letter of application along with your recent curriculum vitae as well as copies of your academic credentials to [hr.olr@orange.com](mailto:hr.olr@orange.com)**

**Deadline for receipt of applications: May 31, 2019 at 5:30 p.m.**

### Please note the following:

- Only short-listed candidates will be contacted
- Female applicants are highly encouraged to apply.