

### VACANCY ANNOUNCEMENT

I Engineering - Liberia Limited is a leading provider of infrastructure solutions to the Telecommunications and Power industries. I Engineering - Liberia is seeking to recruit qualified individual in the blow position:

<b>Job Title:</b>	O&M Coordinator, NOC	<b>Code:</b>	OPS-O&M-011
<b>Section:</b>	Operations & Maintenance (O&M)	<b>Grade:</b>	C
<b>Reports To:</b>	Operations & Maintenance (O&M) Supervisor, NOC		

### ROLE AND RESPONSIBILITIES

1. Assists the O&M Supervisor, NOC to design, creates and distributes reports.
2. Assists in the tracking of NOC data and documentation and shares with client or internally.
3. Schedules duties hours and timetable of his staff, to have 24/7 network surveillance, as per contract.
4. Ensures that proper processes & procedures are being followed, gives recommendations for improvement in work and reporting.
5. Assists the O&M Supervisor, NOC with SLA reports by giving feedbacks on outage, root cause and supports the O&M Manager for communication with the client e.g. SLA violation, penalties etc.
6. Monitors network, assigns trouble tickets, follows up and escalates them based on site importance (e.g. hub sites, backbones and collocated sites etc) as per escalation matrix, until resolution.
7. Ensures that all alarms are attended and followed up, in a timely manner and according to agreed SLAs and KPIs.
8. Ensures that every reasonable effort is made to restore service in an event of an outage within SLA time frame.
9. Responds to any emergencies and incidents of violation of SLAs and supports the O&M Supervisor in communication with client, assists in preparing the incident reports etc ...
10. Guides NOC staff in their duties, keeps them motivated & provides assistance in technical matters.
11. Ensures all documentation and reports are created and shared within i engineering and clients on time.
12. Coordinates within i engineering and with clients at all level for performing his/her duties.

13. Ensures proper care of all company assets assigned to his/her area such as tools, mobile DG's, vehicles, accommodations etc
14. Validates the reports and information from field, ensures data is entered into customer & I engineering data bases and relevant reports are generated.
15. Plans preventive & corrective maintenance, implements, monitors, controls and follows up with issues found till closure.
16. Gives recommendation to superior for process improvement and resources including but not limited to Human, tools, equipment & transportation.

#### **OCCUPATIONAL HEALTH & SAFETY (OH&S)/QMS ROLE AND RESPONSIBILITIES**

1. Ensures that all OH&S/QMS procedures are daily monitored and followed.
2. Follows all policies and procedures for monitoring, testing product availability, and incident management.
3. Implements and follows policies and procedures regarding how problems are identified, received, documented, distributed, and corrected.
4. Proactively reviews processes, documentation, and procedures to keep updated on operational activities.
5. Prepares and distributes a variety of reports as requested by Supervisor or Manager.
6. Be responsible for the application, compliance, and regular updating of the security plan in place both by the local team and by visitors.
7. Ensures visitors receive a proper security and context briefing and monitors the security adherence.
8. Provides the general coordination with security-related feedback and systematically report in writing any security incident involving the teams
9. Ensures that adequate PPE (Personal Protective Equipment) is used by both i engineering teams and Subcontractors.
10. Inspects all PPE prior to its use.
11. Ensures a proper usage of PPE.
12. Investigates accidents, incidents, and hazards and implements the necessary corrective and preventive actions to mitigate incidents, accidents and hazards.
13. Ensures that all placards are clear, clean and well maintained.
14. Providing training to enhance the OHSAS knowledge and competence.
15. Conducts emergency preparedness drills on a regular basis.
16. Conducts regular site inspections.
17. Requests for the replacement of PPE's when required.
18. Checks, inspects and reports existing and potential hazards to Manager.
19. Recommends corrective actions.
20. Monitors hazard controls (PPE, engineering controls, policies, procedures)

## **QUALIFICATIONS REQUIREMENTS**

- More than 3 years' experience in similar field
- Data analytical capabilities
- Knowledge in MS office

## **EDUCATION REQUIREMENTS**

- Minimum Higher National Diploma (H.N.D) in Electrical / Electronic Engineering. (Prefer BSc)

### **How to apply:**

Please submit your application and supporting documents to

The HR Coordinator  
I Engineering Group Liberia Limited  
Old CID Road, Mamba Point, Adjacent LIPA.  
Monrovia, Liberia

Or submit by e-mail to: [okowah@ieng-group.com](mailto:okowah@ieng-group.com) with "Application for O&M Coordinator " in subject.

**The package should include a cover letter and a detailed CV.**

NOTE: Only short-listed applicant (s) will be contacted.

Deadline for the Submission of CV is Wednesday, September 22, 2021. However, due to the urgency, interviews will be conducted on a rolling basis.

**Women are encouraged to apply.**