

WE'RE HIRING

HEAD OF FTTX OPERATIONS

Digicel is seeking an experience candidate for the position of **Head of FTTX Operations** with strong leadership, people management, communication and interpersonal skills and an in-depth working knowledge of Fibre Optic (FTTH, GPON and DWDM) networks.

The Head of FTTX Operations will lead and motivate a team responsible for system network maintenance, including installation, repair of services to Residential and Business customers. The suitable candidate will manage Digicel's FTTH/FTTB and Fiber network, all internal teams and contractors where applicable.

This is a critical position where the suitable candidate must keep abreast of developments in the Regulatory Environment, assessing any impact on Network Evolution and make recommendations on policy to ensure Digicel's interests are protected.

Responsibilities include (but are not limited to):

- Responsible for the operational performance as measured by Network, Business and Core fault repair SLA's, Customer Impacts, and Business Installs
- Effectively plan and implement preventative maintenance activities to improve and maximize network and service availability
- Responsible for the acceptance of network developments, new products and services plus network upgrades, ensuring they comply with engineering and operational guidelines/specifications
- Demonstrate proficient monitoring and use of network management platforms, ensuring QoS and maintaining change management processes
- Develop and maintain effective working relationships with our internal and external customers and suppliers ensuring consistent quality of service. Actively gather detailed feedback from internal and external customers. Monitor performance against objectives and targets
- Effective management of OPEX budget and CAPEX expenditure ensuring compliance to Digicel's financial governance processes
- Assist with forecasting and manage system provisioning to ensure adequate capacity is available to meet customer demands
- Create and improve simple, repeatable deployment processes that increase both velocity and quality of network delivery for services to customers
- Manage and execute the overall network delivery process to support the company's growth and operating plan
- Plan, design and execute major migrations from Copper legacy to FTTH/B network infrastructure whilst working with sales to grow product margins
- Provides strategic and tactical feedback within the Executive team and directly to the CTO and CEO on all matters relating to FTTX Operations. Produce weekly and monthly board reports

Qualifications and Experience required:

- A Bachelor's Degree in Engineering or equivalent
- 10-15 years' experience in a Cable Television, Broadband, HFC, FTTH Field Operations
- Minimum 5 years working directly related to the specified duties and responsibilities
- Strong experience in all aspects of Fibre Networks of Outside Plant deployment, specifications and industry standards
- Previously held similar level position of Fibre Optics Networks at a telecommunications operating company
- Industry training in access technologies
- Good knowledge of access technologies
- Good knowledge and use of Microsoft office packages
- Good knowledge of GIS an advantage

Interested persons should apply with a cover letter and detailed resume to hr.recruitment@digicelgroup.com.

Closing date: **March 10th, 2022**

