

Supplier Quality Service Manager at West Indian Ocean Cable Company (WIOCC)

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Company: JobWebKenya

Location: Kenya

Category: architecture-and-engineering

Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); Firmly established as Africa's carriers' carrier, award-winning capacity wholesaler WIOCC provides international and African telcos and ISPs with unrivalled high-speed, resilient and diverse capacity into, within and out of Africa. In November (at Africa Com), WIOCC won the Best Pan-African Initiative Award for building an unparalleled, diversity-rich, high-capacity African network which seamlessly links more than 50,km of terrestrial fibre and in excess of 40,km of submarine cable – with landings all around the continent. WIOCC's unrivalled network gives carriers access to affordable, reliable, high-speed connectivity to and from over locations across 30 African countries, as well as to cities in 29 countries in Europe and more than cities in 70 countries globally. To address the proliferation of international and terrestrial links, and the challenge this presents to carriers and ISPs looking to improve their own network resilience and performance (by building in additional diversity), WIOCC developed an attractive one-stop-shop, end-to-end managed service solution. Simpler and much more convenient than having to deal direct with multiple operators, WIOCC's one-stop-shop solution shields customers from much of the complexity associated with delivering reliable high-performance international connections into, out of and within Africa.

Key Duties & Responsibilities

Manage the service desk process, oversee incident management and provide support to the NOC

Liaise with internal departments to monitor and report on key supplier service metrics and

drive improvements

Manage suppliers SLAs and network improvement plans providing feedback to Client Service Managers

Assist in identifying problem areas within suppliers and supplier networks that will drive future purchase plans

Identify service concerns, issues, challenges and escalate to management

Coordinate with QA Manager in process documentation, KPI management, auditing and follow up within Networks

Coordinate escalations to suppliers when necessary to ensure services are restored within the shortest time to minimise client downtime

Coordinate problem management with suppliers and provide feedback to Client Service Managers

Hold monthly service reviews, measuring and improving supplier performance, chair meetings, maintain minutes, track, and ensure actions are completed

Assist with creation of ad hoc reports as needed

Qualifications & Experience

Bachelor's degree in Telecommunications, Engineering, IT or related field

ITIL qualifications for Service Management or equivalent

Minimum 5 years' experience in telecom industry including experience in service desk or equivalent

Knowledge of telecommunication systems including OTN, SDH and Data (Ethernet, IP/MPLS)

Expert knowledge of at least one trouble ticket system, NetSuite desirable

Good network diagnostic skills

Excellent communications skills, including ability to listen to and summarise and concisely

Ability to share key information with teams, produce reports, SLA processing and

improvement plans

Demonstrate ability to manage multiple priorities and solve problems in a fast-paced environment

Effective written and verbal communications skills evidenced by work history and accomplishments

Strong analytical skills and able to collate and interpret data from various sources

Willing to work on a 24/7 including nights, weekends and public holidays / on-call as required

Attributes

Client focused, relationship builder

Integrity, honest with high ethical standards

Boundless, passionate, and flexible

Personal excellence, accuracy, and attention to detail

Collaborative, achieve results through teamwork and partnerships

Excellent communication and negotiation skills

Problem-solving aptitude with an ability to make sound judgement calls

Excellent organisation and time management skills

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