

Job Profile

Job Name	Assistant Specialist
Department / Unit	Quality of Service department
Responsibility scope	To ensure the compliance of the telecom service providers to the standards, terms and conditions and guidelines that determine the quality of service requirements, in order to ensure provision of high quality services to all customers of the telecommunication sector
Key Responsibilities	<ul style="list-style-type: none">• Participate in the cascading and implementation of the regulatory and compliance unit strategy and policies in order to ensure the QoS standards and indicators are properly established and compiled• Maintain effective internal communications, keeping abreast of quality of service standards and indicators in telecommunications sector within the Sultanate of Oman and internationally, maintaining close contact with key organisations, reviewing current policies against trends and developments in order to ensure the relevant policies and procedures are continuously updated• Ensure the compliance to quality of service standards and indicators which telecom licensees have to comply with, and in turn improving the overall quality of service to the public of Oman.• ensure the performance of licensees in the sector are up to the mark and the quality of service provided is high and advise the QoS Manager of any breaches and propose corrective and regulatory actions.• Monitor the network Roll out Obligation of the Licensees• Monitor the network expansion.• Investigate the causes of the consumer complaints raised as an issue of quality, and provide technical view or clarification.• Conduct field survey to measure the quality of service in different governorate in Oman.• Analyse the traffic data of the network of the operators and provide technical guidance to licensees on which QoS indicators they could improve their performance or what could be done to optimise network performance in order to enable the licensees to improve their performance before the next monitoring period.• Review and analyse the prepared quality of service standards and indicator reports and coordinate with other departments and service providers concerning any clarifications/ technical assistance in order to facilitate appropriate decision.

	<ul style="list-style-type: none"> • Participate in the identification of opportunities for continuous improvement of QoS indicators, systems, processes, practices, contemporary theories and methods taking into account 'international best practice', improvement of processes, and service quality improvement
Candidate Profile	<ul style="list-style-type: none"> • Bachelor in Telecommunication Engineering, Electrical Engineering
Specific Job Skills	<ul style="list-style-type: none"> • Good knowledge in telecommunications sector. • Good technical backgrounds in telecommunications services and technologies. • Strong written and verbal communications skills in Arabic and English. • Strong ability to deal with people with different cultural and ethnic background. • Strong analytical and thinking skills. • Able carry out technical researches and produce comprehensive reports. • Able to develop and maintain databases. • Ready to conduct field measurements in different governorates outside Muscat. • Proficiency and practical ability in MS office
Other Skills	<ul style="list-style-type: none"> • Proficiency and practical ability in MS office. • Fluency in both Arabic & English.