



Organization		Subject	Number
(QAST)		Job Description	
Owner	Approved by	Date	Version
Back Office	BO Manager	1/1/2026	V.1

QAST Job Description: -

Department/Section:	CT Operation Division - Back Office
Job Title:	Back Office IP-Core Engineer
Reports to:	BO IP-Core Team leader

Job Purpose. providing operational support for malty vender IP-Core nodes (Routers/ Switches/ FW), this support will cover planning, installation and maintenance activities to pro-actively assist with the expansion and high-availability of ZAIN's network infrastructure.

Key Tasks/Accountabilities:

- Have ability to troubleshoot L1 Alarms; L2 Alarms for (IP Core).
- Troubleshoot and resolve complex IP-Core (MPBN) issues within agreed SLAs.
- Expertise in routing protocols (BGP, OSPF, MPLS) and firewall configurations.
- Restore and recover the service based on SLA (Temporary and permanent solution).
- Planning and implementation of the disaster recovery plan.
- Network configuration and optimization:
 - IP/MPLS routing (OSPF, IS-IS, BGP).
 - MPLS LSPs, TE tunnels, L2VPN, L3VPN services.
 - QoS policies to guarantee service quality for mobile traffic.
- Fine-tune routing and forwarding policies to optimize network performance.
- Use NMS/EMS tools (NetAct, U2000, Cisco Prime, etc.) for monitoring and fault management.
- Second-line support to the field maintenance team.
- Output technical troubleshooting cases.
- Routine preventive maintenance and analysis on all network elements.
- Release and data management (such as backup).
- Access network-related dimension and planning.
- Implementation for expansion, rehomeing, and integration.
- End-to-end optimization (planning and implementation).
- Reporting: regarding KPI weekly and monthly. Make reports regarding to Fault Management.
- Daily Health Check for the transport network according to the agreed template.
- Providing a training plan for FLM and FO.
- Implement disaster recovery plan.

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SPECIFICATION

Qualifications/Experience:

- B.Sc. in Telecom Engineering is mandatory.
- Mandatory 2-3 years previous experience of working in an Operational role as BO IP-Core Engineer (MPBN Engineer)
- Mobile Telecommunications background is mandatory.
- Excellent English & Arabic Language.
- Must have a thoroughly understanding of principle of IP network telecommunication especially.

Skills:

- Communication.
- Planning and organizing.
- Troubleshooting.
- Analytical Thinking.
- Highly developed skills in use of relevant network packages including Excel. Word, PowerPoint Internet, and Email etc.
- Ability to interpret and apply best practice methods/processes.
- Excellent innumeracy and analytical skills.
- Management of external suppliers and software/hardware vendors.
- Conflict handling and resolution skills.
- Change management.
- Highly developed communication and reporting skills (verbal and written) in both Arabic and English.
- Ability to impart knowledge to others.