

Job title:	Network Operations Center Manager- KL
Department:	Networks Business Unit
Location:	Kuala Lumpur, Malaysia
Supervisor:	Global Director of Customer Service

JOB DESCRIPTION

Job purpose:

Network Operations Center Manager – KL will be responsible for the day-to-day operations of the Network Operations Center (NOC) and personnel. As part of the operations management team, you will work collaboratively with other managers in global network operations.

An integral part of these operations will be the planning and execution of the customer contract delivery. Managing the delivery from contract signing to post-delivery customer support is a key factor to ensuring a high level of customer intimacy and satisfaction.

You will be instrumental in conveying the customer requirements back to the Global Director of Customer Service for strategic discussion and corporate planning.

You will assist the sales teams with large and/or complex opportunities as directed by the Global Director of Customer Service.

You must possess a unique blend of business and technical savvy; a big-picture vision, and the drive to make that vision a reality.

FOCUS AREAS

- Demonstrated ability to engage our customers, deliver and troubleshoot satellite network solutions, and assist our NOC engineers to achieve higher levels of customer satisfaction while maintaining a profitable business perspective
- Assist the Networks Business Unit team in product positioning and pricing strategies relating to satellite networks.
- Collaborate with the other Network Innovations Group Staff, Sales, and Sales Engineers to ensure the organization is equipped (i.e. documentation and training) to sell, promote, and operate Networks products and systems
- Assist the Networks Business Unit team to formulate and present compelling product strategies and business cases to senior management

Duties and responsibilities:

- Efficiently manage and plan the delivery of Customer projects as directed by the Global Director of Customer Service
- Manage and oversee responsibility of the KL NOC and assist in the management of the Global customer support operations as a whole.
- Be accountable to Key Success metrics to ensure a high quality and time sensitive response to our customer's support needs
- Directly support sales teams with large, new, or complex proposals.
- Ensures knowledge transfer of satellite network functionality to personnel in NOC, sales engineering, delivery, and customer support.
- Identifies opportunities for satellite network technology and business issues that present opportunities or threats to the company.

DECISION MAKING AUTHORITY

- As assigned by the Global Director of Customer Service.

KEY MEASUREMENTS OF SUCCESS

- External and internal 'customer' satisfaction of Networks solutions.

Qualifications:

- At least 5 years of progressive experience in both the VSAT and terrestrial networks industry (including technical, operational, project, marketing, and sales)
- Experience in multi-national operations
- Personal Characteristics: problem solving, strategic thinking, confidential and ethical, results driven, customer focus, a team player
- A relevant technical or business degree with preference to those individuals with a degree in both OR equivalent industry experience and expertise. Any incumbent must be committed to self-development including lifelong learning, regardless of their formal education
- Mastery of satellite network technical solutions and identification of customer core requirements and a proven ability to apply the technical solution to the customers requirement.
- Have a sense of ownership to the customer solution.
- Exceptional written and verbal communication
- A willingness to embrace and live the core values of Network Innovations

Direct reports:

- NOC Personnel in Asia

Working conditions:

This position is predominantly a Monday to Friday, regular business hours requirement. However, the incumbent must be available after hours if needed, within reason, to advance the satellite network focus. The position operates in a professional office environment,

however, there may be occasions to be 'in the field' which may include harsh or dangerous physical conditions. This role routinely uses standard office equipment and software.

Physical requirements:

An ability to travel as required and on occasion on a global basis. A valid passport without restrictions. Sitting and using a computer for extended periods of time.

Disclaimer Statement: This job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed above provided that such duties are characteristic of that classification.