



POSITION DESCRIPTION

Position Title: Radio Access Network (RAN) Field Technician

Role Status: Full Time / Non Exempt

Location: Iiili, Am. Samoa

Reports to: Wireless & Transmission Network Lead

Business Unit: Technical Support Center

Date: January 2021

Position Summary:

Under general supervision, responsible for supporting and maintaining mobile network services on Tutulia, Aunu'u and Manu'a. Provides technical field support in network performance initiatives, outage resolution and works to identify day-to-day Radio Network improvement opportunities. Objectives include on-site support, installation, preventive and/or demand maintenance and repair of cell site equipment including all of its associated components in accordance with Bluesky standards. On-call rotation required.

Key Accountabilities and Results Areas

Network excellence

- Availability: ensure that appropriate measures are taken to ensure the services and equipment falling under his/ her responsibilities are available (uptime) within the agreed targets (Key Performance Indicators- KPI).
- Quality: This is a measure of workmanship. The quality of the work produced must meet or exceed Bluesky standards.
- Accessibility: This is a measure of the customer's ability to access the services on the mobile network. The technician will be responsible for ensuring that the KPIs are measured, recorded, analysed and reported to ensure that they meet or exceed expectation.
- RAN infrastructure management: Responsible for the maintenance and upkeep of all RAN infrastructure including but not limited to cell towers, power, cooling and installed network equipment. Mean time between failures (MTBF) of equipment/ components is the main KPI in this area.

Strategic insight

- Innovation: responsible for introducing efficiencies to improve services and operational processes.
- Environmental assessment: keeping a pulse on technology trends, opportunities, competitor threats in the area of responsibility.

Operational objectives

- Network and equipment supply: maintain accurate count of material and equipment to ensure sufficient supply for operations, maintenance and repair. Develop and manage vendor/ supplier relationships.
- Network documentation: The management of the network documents is an import area. Accurate record keeping on the existing network and modifications must be maintained at all times. This includes schematics, network diagrams, configurations and assets.
- Occupational Health and Safety; Ensuring a safe and healthy work environment of staff and contractors.



Major Responsibilities

<ul style="list-style-type: none"> • Assist in the maintenance of mobile products by performing problem investigation, troubleshooting and testing. • Provide prompt response to network issues and outages; conduct preventive or proactive network repair • Assists with proper tracking and reporting of network related measurements including network health reports, Key Performance Indicators, outage reports, AAR and root cause analysis of outages, and management/ operating summaries • Respond to, follow up, document and close all assigned trouble tickets; resolve individual customer problems • Climb communications towers and ladders; safely work in an elevated position • Provide technical support in installing, maintaining and troubleshooting hardware at cell sites. Respond to on site issues and resolve network outages by performing diagnostic testing, adjustment, troubleshooting, and repairs to hardware and software • Maintain accurate inventory of cell site assets • Provide after hours and/or weekend or holiday support (unscheduled support) • Undertake network performance improvement (KPIs) and optimization tasks • Implements and maintains monitoring, maintenance, and overall network performance/ reliability processes •

Key Stakeholder Relationships

Internal Stakeholders:	<ul style="list-style-type: none"> • Technical support teams • Access Manager and team leads • Customer service
External Stakeholders:	<ul style="list-style-type: none"> • Customers • Site contractors • Local vendors and suppliers

Key Requirements and Competencies

Qualifications/ Experience:	<ul style="list-style-type: none"> • Associates Degree in Telecommunications, Electronics, or related field • High school diploma or equivalent with the required years of experience • Minimal 2 years work experience in relevant network design areas and experienced in relevant network design areas in the mobile industry.
Knowledge/ Skills /Ability:	<ul style="list-style-type: none"> • Knowledge of UMTS, LTE, Wireless telecom system infrastructure and network principles and design (e.g. 3G and LTE radio networks) • In depth knowledge of Radio Access network features and functionalities (RNC, NodeB, eNodeB) • In depth knowledge of transmission concepts (including wireless), cell site topology, RF principles and network architectures • Excellent knowledge of/experience with telecommunications principles and practices • Ability to work in a multi-disciplinary and multi-cultural working environment with highly qualified and demanding colleagues • Be able to keep up with knowledge in this complex and fast-moving technology area • Has the drive, dedication and good work ethic • Motivated, curious and inquisitive to learn new things and look further than own area



	<ul style="list-style-type: none"> • A team player that has the capability and eagerness to quickly pick up new knowledge a fast paced, rapidly changing environment • Strong problem analysis/solving skills • Strong verbal and written communications skills. • Good knowledge of/experience with running a RFI/RFQ process and managing external suppliers and content providers • Valid driver’s license and cleaning driving record • The work requires routine walking, standing, bending and occasionally carrying items weighing approximately fifty pounds. • Ability to work outdoor in varying weather conditions • Must be physically fit to be able to climb telecommunications towers and work at heights of up to 120 ft. • Ability to be mentally fit to climb at such heights and being aware of surroundings and work being performed • Have manual dexterity to operate equipment and tools; to quickly and repeatedly adjust the controls of a machine or a vehicle and quickly respond (with the hand, finger or foot) to a signal (sound, light, picture) when it appears. • Have vision abilities for close vision, distance vision, depth perceptions and ability to adjust focus.
<p>Organisational Competencies:</p>	<ul style="list-style-type: none"> • Customer Service – Treats all customers courteously; is responsive to customer requests and elicits feedback from them to monitor their satisfaction; considers both the short and long-term interests of the customer in making service decisions; proactively identifies customer needs and takes responsibility for resolving customer complaints in a timely manner. • Learning Agility - Demonstrates a personal learning orientation; seeks and constructively uses feedback to build on strengths and manage weaknesses; is curious and shares learning, and in doing so creates an expectation in others to seek and learn from experiences. • Building Collaborative Relationships - Exhibits an ability to cooperate and collaborate with colleagues across Bluesky to achieve shared goals; develops and maintains a range of internal and external networks to meet organisational objectives; looks for opportunities to support colleagues. • Self-Management - Sets personal goals in line with business unit plans; takes responsibility for prioritising own work; looks for opportunities to improve performance; is passionate about achieving results.
	<ul style="list-style-type: none"> • Continuous Improvement – Looks for opportunities to apply continuous improvement practices / principles in their work area; responds to suggestions from others; applies new learning so as to improve individual and team performance.

Compliance

<p>Business Compliance:</p>	<ul style="list-style-type: none"> • Ensure sound understanding and demonstrate commitment to and comply with all legislation and Bluesky policy relevant to the role and all activities undertaken in the role ethical performance in an effort to maintain a high standard of conduct
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	<p>expected and deserved by our customers and to enable the Company to continue to offer its services and comply with our Bluesky Code of Ethics and Conduct.</p>
Health and Safety:	<ul style="list-style-type: none"> • Undertake all work in a safe manner and follow all company and workplace health and safety procedures • Identify new hazards and advise manager or workplace Health and Safety representative/coordinator within 24 hours of identification • Accurately report incidents and accidents to manager or workplace Health and Safety representative/coordinator as soon as possible.

Vision, Purpose, Values, & Way

Our Vision	Our Purpose	Our Values	The Bluesky Way
To be the most recognised and preferred company for connecting our Pacific communities around the world.	We apply technology and service excellence to advance and improve the lives of our customers	<ul style="list-style-type: none"> • Customer first • Teamwork • Integrity • Passion • Positive attitude and smile! 	<p>We take ownership and always do our best for customers.</p> <p>We respect and support each other.</p>