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## TITLE: NOC/ SUPPORT AGENTS

### Responsibilities:

- Reporting to the NOC TL
- Monitor network (Routers, Servers, OLTs, Third Party Links) ensuring high availability and usability.
- Resolve Issues that can be resolved logically being cognizant of the SLAs.
- Create tickets for all incidences proactive and active.
- Escalate and track till resolution to all the relevant teams (infrastructure, core, vendor, and partners. The team will ensure that the proper escalation matrices are used.
- Report daily, weekly, and monthly on network performance Routers, Servers, OLTs, Third Party Links)
- Manage all changes within the network temporary/permanent, planned, and unplanned and ensure for all planned maintenance activities an approved change request form has been signed.
- Provisioning of services like within the network.
- Monitoring the IP and GPON network within Uganda
- Monitoring of partner links and escalating as necessary
- Working with field teams to ensure fast resolution of incidences.
- Provisioning of services within the network
- Willing to Work in a Rota, working late or weekends depending on schedule.
- Excellent Work Ethic

### Monitoring:

1. Uptime using Cacti/ SolarWinds
2. Monitor power for all sites.
3. Upstream links provided by partners.
4. Environmental conditions for POPs
5. N/B Current POPs will be Wampewo and Zana

### Reports:

- POPs uptime
- Upstream links uptime
- Cable cuts
- N/B All outages need to have RFOs.

### Annual Leave

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1. You are eligible for 21 (twenty-one) working days annual leave. In addition to National Gazette holidays employees shall be entitled to 14 sick leave days annually. All leave will be taken at the discretion of the Management. At any given time, more than 14 days leave cannot be taken back-to-back.

### **Working Hours**

2. Normal working hours will be **Monday to Friday from 9.00 am to 6.00 pm** and Saturdays from **9.00 am to 2.00 pm at Savanna Fibre Limited, Uganda office**. The company may require you to perform extra hours if necessary. There will be no overtime payable for additional hours worked. The company reserves the right to change your working days and hours.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_