

## Description

### About the Role

As a Coordinator – Telco Services, you will play a key role in ensuring the stability, performance, and continuous improvement of VAS platforms while supporting the implementation and launch of new services. You will work closely with engineers, business teams, vendors, and stakeholders to maintain operational excellence and deliver superior customer experiences.

### The Job

- Coordinate operation and maintenance activities to achieve high service availability and performance targets.
- Monitor service KPIs, analyse platform performance, and coordinate corrective actions for service improvements.
- Support system upgrades, optimizations, deployments, and infrastructure readiness activities.
- Coordinate implementation, integration, testing, and rollout of new VAS services.
- Manage incident resolution and support service assurance activities across VAS platforms.
- Analyse customer complaint trends and coordinate long-term solutions with relevant stakeholders.
- Prepare service utilization, performance, and management reports.
- Coordinate backup, disaster recovery, preventive maintenance, and security-related activities, including certificate renewals and vulnerability remediation.

### Entry Requirements

#### The Person

A minimum **NVQ Level 5 qualification** such as:

- City & Guilds Advanced Diploma
- HNDE
- NDT / NDES
- Diploma in Technology (OUSL)
- Or an equivalent qualification in a relevant technical field

#### Knowledge & Technical Skills

- Understanding of telecommunication networks and systems
- Knowledge of IP networking and Internet technologies
- Understanding of data networks
- Knowledge of SQL and database management systems
- Familiarity with operating systems and open-source technologies
- Knowledge of system integrations
- Understanding of server hardware and data centre standards
- Awareness of information security best practices