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RESSOURCES
CONSULTING AGENCY
- WEST AFRICA -
AFRICAN CORPORATE
EXCELLENCE AWARDS 2016
CV MAGAZINE

TALENTS PLUS CONSEILS **BENIN**

Filiale de TALENTS PLUS **AFRIQUE**
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Solutions RH et SIRH

TALENTS PLUS CONSEILS **BENIN**
TALENTS PLUS E.T.T. **BENIN**
TALENTS PLUS CONSEILS **MALI**
TALENTS PLUS CONSEILS **CÔTE D'IVOIRE**
TALENTS PLUS E.T.T. **TOGO**

The Consulting firm TALENTS PLUS CONSEILS is recruiting on behalf of a company specializing in the technology sector:

ONE (01) SME - RAN (M/F) (REF: ETT-0726R01SR)

Main Responsibilities:

- Act as Local extension to the GNOC Back Office Team for RAN Products & Issues Management.
- Responsible of NOC Services for RAN Products. Specially for crisis and P1 & P2 incidents.
- Face to face Technical communication toward customer for RAN domain/product.
- Daily health check analysis & preventive maintenance. Report immediately in case of any ambiguity.
- Perform Second Line Maintenance support for all RAN Network NEs and associated elements.
- Ensure the trouble ticket resolution within agreed SLA for all RAN domain tickets assigned/handled.
- Support and guide the Field Maintenance and the NPM for issues related to RAN domain.
- Support for managing country special events, seasonal events, operational improvement goals, etc.

Key targets:

- Achieve MTTR target for critical incidents as per contract.
- Achieve assigned targets on special events.
- Customer feedback survey score above 90%.
- Achieve agreed SLAs and KPIs for RAN BO.
- No man made incidents in RAN domain.
- No Major security non-compliances.

Qualifications/Skills Required:

- Bachelor's / Advanced degree in Telecom or relevant fields.
- 4 years + experience in RAN maintenance domains.
- Knowledge on service delivery processes.
- Excellent leadership and communication capabilities.
- Good level in English Language

Is this profile yours?

Please send your application file by email, specifying the job title in the subject line: **ONE (01) SME - RAN (M/F) (Ref.: ETT-0726R01SR)** to the following address:

recrutement-tt@talentsplusafrique.com

An acknowledgement of receipt will be sent to you upon receipt of the application file, however if you do not receive the said acknowledgement of receipt, please resend the email.

DOCUMENTS TO PROVIDE :

- *A cover letter addressed to the Managing Director of TALENTS PLUS CONSEILS specifying the position and its reference (including your availability and your salary expectations);*
- *A detailed Curriculum Vitae (Resume);*
- *Copies of diplomas and certificates justifying experience;*
- *A copy of the valid identity document.*

(Any application that does not comply with this requirement will be rejected outright).

NOTE. :

- ***By submitting your application, you also give us your consent for the collection, storage, processing of your personal data.***
- ***You can exercise your right to object at any stage of the process.***

Deadline for submission: July 13th, 2026

For more information: 00 229 01 95 10 91 51/ www.talentsplusafrique.com