

<b>JOB SPECIFICATION</b>	
<b>Job Title</b>	Assurance Engineer – Level 3
<b>Business</b>	Enterprise
<b>Function</b>	GLOBAL SERVICE CENTRE
<b>Sub Function</b>	Assurance
<b>Position Reporting to (Role)</b>	Manager Assurance
<b>Location</b>	DAKC
<b>Role Summary</b>	
<p>Provide in depth technical analysis to the Managed Services Assurance team  Full knowledge of RGC management systems, core network, and complex customers  Final escalation point for all technologies related to Managed Services within DAKC  Ensure contracted levels of performance are achieved by the proactive surveillance, event control and escalation management of performance related incidents.  The position is expected to meet all agreed SLA metrics as contracted by Reliance Globalcom and to minimize service impacts to customers within established cost parameters  Act as 3rd line Escalation for all Managed Services incidents  Act as point of contact for client and internal requests  Direct less senior engineers and help to coach and mentor them without being line manager</p>	
<b>Duties and Responsibilities</b>	
<p>The Assurance Engineer role will involve but is not limited to</p> <ul style="list-style-type: none"> <li>- Analysis of complex switching and routing faults</li> <li>- Incident Management</li> <li>-- Preparing technical and testing documentation and supporting testing stages of incidents</li> <li>- escalation point for internal, client or vendor requests or escalations</li> <li>- coach and mentor less senior engineers</li> <li>- work close with the networking teams in fault scenarios</li> </ul>	
<b>Key Performance Indicators</b>	
<p>Customer Satisfaction (CSAT).</p> <ul style="list-style-type: none"> <li>- Complex faults remain within SLA</li> <li>- MTTR SLA's are met</li> <li>- Full knowledge (via tests) of the RGC processes.</li> <li>- 100% adherence to the customer design standards, and the documentation compliance</li> <li>- answer phone within 5 rings</li> <li>- 95% of all performance related alerts are acknowledged and tickets created within 15 minutes of event notification.</li> <li>- 80% of all tickets are to be resolved within 48 hours</li> <li>- All tickets are to comply 100% with Reliance Globalcom Standards.</li> <li>- 95% of all Notifications to be completed within 15 minutes of due time.</li> <li>- &gt;95% achieved in monthly NMC ticket audit</li> <li>- Minimize escalation to in country Level 3 teams</li> </ul>	
<b>Contact with Others</b>	
Internal	Mainly GSD, GSC, Assurance Managers Service Managers. Also IEs and TDAs and other technical and none technical staff.

External	Clients, Providers
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**Qualification & Experience**

Educational / Academic Qualification- B.E/B.Tech/MBA/MCA  
Professional Certifications / Additional Qualification- CCIE Routing and Switching , CVoice,  
Security certified, Riverbed

Experience(Min. years)

5-7yrs of experience within a IP engineering service provider  
CCIE, with 1 years experience since accreditation

**Candidate Specification:**

- The candidate will have more than 5 years experience in configuring Cisco routing and switching networks.
- Experience in trouble shooting WAN and LAN environments
  - Experience in working in a service provider environment
  - Experience in working with multiple providers and technologies
  - Confident English written and verbal communication skills and experience discussing solutions with clients.
  - Experience in completing high quality technical documentation for internal and client use.
  - Experience helpdesk environment
  - proficient MS office (MS Word and Excel user)

**Technical/Functional Skills:** ( Use “E” to denote Essential and “D” for Desirable)

- E - MS Word and Excel knowledge
- E – Networking or telecoms experience
- E – Experience with Cisco routers
- E – Good understanding of TCP/IP
- E - Good conceptual understanding of applications layer protocols (FTP, CIFS, MAPI, HTTP, SSL, etc)
- E - Experience with management and monitoring tools (SNMP based)
- E - Experience with reporting tools (SNMP and/or Netflow based)
- E - Working experience in a support role (level2/3) in a service provider environment
- E – Ability to analyse data and transfer into a reporting package/with executive summary
- E- Excellent understanding of QoS (Quality of Service) concepts
- D - Working experience in an implementation engineering role in a service provider environment
- D - Riverbed Certified Solutions Professional certification (RCSP)
- D - Cisco CCNA or CCDA certification
- D - Experience with scripting, programming and regular expressions
- D – Ipanema/Riverbed experience or that of another WAN Optimisation vendor (Juniper WXC, Bluecoat WAN Optimisation, Cisco WAAS)

**To apply for this position, please send your updated CV to [careers@relianceglobalcom.com](mailto:careers@relianceglobalcom.com) with “open Position” in the subject line.**