

Position	Change Management Coordinator
Department	Network Operations, ES
Reporting to	Director, Customer Network Engineering
Location	DAKC, Mumbai, India

Role Summary

- The Change Management Coordinator administers and manages the NOC Change Management Program. Revise and Update the CM process and procedures as necessary. Provide departmental reporting and documentation, and regular change meeting coordination.
- Collaborate with peers in both business and technical areas concerning ideas to improve CM process solutions. Encourage and foster increasing involvement of NOC subsystem personnel in the use of and participation in the Change Management Program. Assist audit teams as necessary in identifying and locating production change records. Provide Change Management training as needed, to the NOC business units.

Duties and Responsibilities

- Review Change Requests for completeness of information, including, but not limited to, impact statements, deployment or implementation instructions, and comprehensive recovery plans.
- Coordinates and schedule network changes, while mitigating impact risk for multiple scheduled events
- Direct a weekly meeting of subsystem representatives for the purpose of reviewing all CM requests submitted for the following week.
- Identify scheduling conflicts with respect to promotion of changes to production.
- Review state of change approvals for timeliness and flag those that need special attention.
- Responsible for sending customer notifications
- Produce custom reports in support of various Change Management activities e.g. Production report, TCB report, “special request” reports.
- Perform follow-up activities with change submitters with respect to the proper execution of Change Management policy and procedures.
- Develop and maintain user documentation and procedures.
- Promote compliance to corporate and division asset and change management policies, processes and standards.
- Develop and maintain working relationships with business partners to foster Total Quality Management processes across subsystem groups.
- Provide and participate in Change Management training to the various business units.

Qualification & Experience

Educational / Academic Qualification	BE in Electrical/Electronics/Telecom/IT / Computer Science Engineering or Computer Science
Professional / Additional Qualification	2 years of project management related work
Experience	8-10 years of experience working in a similar customer facing environment preferably
Other Criteria	2 years of network operational support

Candidate Specification

Essential:

- Experience of 2 years of project management related work
- Experience of 2 years within network operations
- Strong command of the English language, including excellent spoken and written English skills

- Customer focused - Strong customer service and communication skills
- Technical competence of technical knowledge in the following areas:
 - Understand Network and Customer Service impact in regards to changes on the network
 - Understand general networking protocols
 - Layer 2: rSTP, STP, EAPS
 - Interior Gateway Protocols: OSPF, EIGRP, ISIS
 - Exterior Gateway Protocols: eBGP
 - MPLS and VPLS, L2VPN and L3VPN
 - Transmission mediums for potential impacts
 - Ethernet Technology
 - SDM/SONET, and TDM
 - xWDM (CWDM and DWDM)
- Able to manage carriers/vendors and to escalate issues
- Ability to handle internal requests and scheduling issues based upon a set of approved policies
- Ability to write clear reports.
- Demonstrated ability to proactively drive service improvements.
- Position requires a high level of project coordination skills to manage the execution of maintenance activities.

Desired experience and background with:

- International experience
 - Experience working with carriers and ISPs
 - Telecommunication OSS Tools: Remedy, SMARTs, Vital Suite, Voyence, Script usage (PERL)
 - Firm understanding of a formal industry model standards, I.E. ITIL/eTOM, ISO900, Six Sigma

To apply for this position, please send your updated CV to careers@relianceglobalcom.com with 'Change Management Coordinator' in the subject line.