

JOB SPECIFICATION	
Job Title	Customer Solution Lead
Business	Enterprise
Function	GLOBAL SERVICE CENTRE
Sub Function	Implementation
Position Reporting to (Role)	Manager, Implementation
Location	DAKC
Role Summary	
<p>The purpose of this role is to</p> <ul style="list-style-type: none"> - Manage Simple Type TC Changes - Liase with the customer to determine requirements for executing Simple Type TC changes - Support CDA/TDA community with executing Type TC changes - Assist the CDA/TDA community with Voyence template and compliance design - Support globally Type TC changes within the Reliance Globalcom customers - Support the CDA/TDA community with audits of customers network - Support the CDA/TDA community with technical documentation of customers networks - Ensure customer networks are operating at optimal performance against the designated Detailed Design 	
Duties and Responsibilities	
<p>The role will involve but is not limited to</p> <ul style="list-style-type: none"> - Support key site implementations that are not Type 2 - Implement complex solutions under the guidance of the CDA/SE - Document changes to customer design within an already approved Detailed Design - Routing and configuration design and documentation - Migration planning and documentation - Preparing technical and testing documentation and supporting testing stages of projects - Develop Voyence configuration and compliance checks for a given customer 	
Key Performance Indicators	
<p>Customer Satisfaction (CSAT).</p> <ul style="list-style-type: none"> - All technical project documentation is produced according to project timelines and to a high technical standard. - First time success of project migrations and business as usual implementations. - Type TC SCD's met within the global environment. - Full knowledge (via tests) of the RGC processes. - 100% adherence to the customer set design standards, and the documentation compliance. 	
Contact with Others	
Internal	All departments
External	Clients, Providers

Qualification & Experience

Educational / Academic Qualification- B.E/B.Tech/MBA/MCA

Professional Certifications / Additional Qualification- CCIE Routing and Switching

Experience(Min. years)

5-10years of experience within a IP engineering service provider

Candidate Specification:

The candidate will have more than 5 years experience in configuring Cisco routing and switching networks.

- Experience in designing/configuring 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 lab testing and associated documentation
- Experience in completing high quality technical documentation for internal and client use.

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

E - Strong Technical routing skills and switching skills

E – Experience in configuring and designing with Cisco routers

E – CCNP or other professional level Cisco qualifications

D - CCIE Routing and Switching

D- Juniper Firewall experience

D – IPT Experience

D – Ipanema/Riverbed experience

To apply for this position, please send your updated CV to careers@relianceglobalcom.com with "open Position" in the subject line.