

JOB SPECIFICATION	
Job Title	Customer Solution- Team Lead
Business	ENTERPRISE
Function	GLOBAL SERVICE CENTRE
Sub Function	Implementation
Position Reporting to (Role)	Sr Manager, Implementation
Location	DAKC
Role Summary	
<p>The SE Team Leader will be responsible for leadership of a team of Solution Engineers and assist Senior Manager within SE/IE area.</p> <p>Developing/updating the processes and workflows in the SE team, Continuous improvement and refinement of these processes and workflows where required.</p> <p>Management of the customer list that will have Solution Engineers allocated and allocation of SE to accounts</p> <p>Developing and Maintaining KPI management and reporting in the SE team to Senior Manager & driving performance improvement on these KPI's</p> <p>Provide monthly reporting of the SE/IE team operational workload.</p> <p>Be responsible for Technical escalations within the SE/IE areas</p> <p>Liaise with other IE TL's to agree SE non standard work involvement</p> <p>Escalation point for resource requests into the team.</p> <p>Allocate and prioritize Type TC change tasks within the SE/IE areas and ensuring successful completion of the changes.</p> <p>Allocation of internal projects to members of the team</p>	
Duties and Responsibilities	
<p>The following lists some of the responsibilities of the SE TL</p> <p>General staff management, including Performance reviews, Leave Management and Process Compliance</p> <p>Resource management of the SE Team.</p> <p>Assist Sr Manager Implementation in Hiring and setting up processes with SE/IE Area.</p> <p>Effectively execute the process with help of Sr Manager Implementation and ensure process compliance which also includes documentation and quality compliance along with standard operational procedures,.</p> <p>Driving Knowledge Management within SE team and setting up learning & objectives for SE Team.</p> <p>Ensuring SE Team is generating the required Technical documentation (Work packs, templates etc) required for Successful roll of Customer Network Solution during the project as well as the BAU stage.</p> <p>Ensuring there is requisite knowledge transfer and handover from SE to IE area and ensures team is updated on relevant technologies and solutions.</p>	

To get into discussions with PM/CM during earlier phase & manage technical discussions with the customer.

All and above SE Team Lead is suppose to execute all qualities of Customer Solutions Leads in times when required for business situations and able to do the work himself

Key Performance Indicators

- Customer Satisfaction (CSAT).
- 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.
- Type 1 sla compliance are met.
- First time pass QC check for all Type Tc

Contact with Others

Internal	All Department
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)	7-12years of experience within a Service Provider at either management/leadership level, or within high end customer service
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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 is 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.
 - Experience in people management in managing a strong technical team.
 - Experience in managing Interlocks and ability to work with various teams within the Organization

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

E-CCNP/CCIP Level Routing and Switching – OSPF, EIGRP, BGP, RIP, Redistribution, Filtering, summarization etc.

E- Good experience with Cisco IOS features – DHCP, HSRP, IP services, IOS user interface, NAT, NTP, SNMP etc

E- Full end to end QOS knowledge – Classification, Congestion management and avoidance, Policing and shaping, link efficiency mechanisms etc

E- Good WAN and LAN experience – MPLS, Frame relay, IPSEC VPN’s, RAS solutions, Ethernet, Token ring, VLAN’s etc

E- Able to gain quick understanding of the scalability for a given solution.

E- Able to produce effective migration strategies and win customers approval.

D- Low level design experience

D- Security knowledge

D- IPT solutions, Call manager and call manager express Unity, etc.

D - CCIE Routing and Switching

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.