

Position: Dispatch Manager (Mumbai, India)

The Dispatch Manager works closely with the Service Delivery Team to arrange access and dispatch the Field Engineering team or remote-hands for new installs and testing of services. This position maintains the process of dispatch in coordination with the NMC for break-fix issues. The Dispatch Manger maintains the personnel/vendor contact details and documentation required for dispatch in each region for use by the various operational teams.

Roles and Responsibilities

The Dispatch Manager will have the following key responsibilities:

- Arranges access into Colo facilities and customer premise for new activation installs
- Coordinates and schedule Field Engineering and remote-hands for new activation installs
- Coordinates and schedule Field Engineering and remote-hands for planned maintenance events
- Act as administrative and technical escalation point for dispatch needs within the NMC
- Maintains Field Engineering and remote-hand contact information and call-out procedures for each region
- Provides the necessary direction and training to the operational teams that utilize dispatch requirements
- Works closely with the SDM and SAE for new installs

Qualification and Experience

Required

- Customer focused - Strong customer service and communication skills
- Experienced in engaging with customers and suppliers to understand problems
- Strong technical understanding
- Strong Vendor management skills
- Able to manage partner vendor/facility suppliers
- Ability to write clear reports.
- Demonstrated ability to proactively drive service improvements.
- Excellent spoken and written English skills
- Excellent Microsoft Office and PC skills
- Must have a minimum of 6-8 years of experience working in a similar customer facing environment preferably for an ISP or Telco, however other fields will be considered.
- Education - B.E in Electrical/Electronics/Telecom/IT / Computer Science Engineering or
- Computer Science

Desired experience and background with:

- International experience
- Field Engineering experience
- Network install experience
- Colo-Facility management

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