

JOB SPECIFICATION	
Job Title	Incident Manager
Business	Enterprise
Function	GLOBAL SERVICE CENTRE
Sub Function	Assurance
Position Reporting to (Role)	Manager Assurance
Location	DAKC
Role Summary	
<ul style="list-style-type: none"> • The purpose of the position is to ensure end to end accountability of Major Incidents within the Managed Services business. • This incident maybe across any of the managed services technologies. • The role will ensure that ticket management is following customer guidelines • The role will also ensure that all people working within the Assurance function are fully knowledgeable on the customer base that they are support (on a per country basis) • Manage to resolve incidents, utilising the global resources of Reliance Globalcom. • Ensure contracted levels of performance are achieved. • Engage Problem Management team on a regular basis to highlight and eliminate reoccurring issues • Point of contact for all country aligned queries and difficult support requests • Act as point of contact for client and internal requests <p>The role will report to the MS Assurance Manager, and matrix manage into the regional “in country” Head of Assurance, ensuring the tight linkage between in country assurance mangers, and the GSC is obtained</p>	
Duties and Responsibilities	
<p>The Incident Manager role will involve but is not limited to</p> <ul style="list-style-type: none"> - Knowledge “owner” of the customer base under management by this specific role - Ensure all staff working on the customer segment are fully knowledgeable, and have access to information - Take ownership of major incidents for any major incident - Coach and mentor end to end of customer service - work close with the networking teams in fault scenarios 	
Key Performance Indicators	
<p>Customer Satisfaction (CSAT).</p> <ul style="list-style-type: none"> - Major incident process adhered to at all times - RCA’s completed by supporting the Problem Managed function - Customer knowledge kept up to date and readily available online - Full knowledge (via tests) of the RGC processes. 	
Contact with Others	
Internal	Mainly GSD, GSC, Level 3, Assurance Managers, Management and Service Managers. Other technical and none technical staff.
External	Clients, Providers

Qualification & Experience	
Educational / Academic Qualification- B.E/B.Tech/MBA/MCA	
Professional Certifications / Additional Qualification-na	
Experience(Min. years)	4-6yrs of experience within a Service Provider at either management/leadership level, or within high end customer service
Candidate Specification:	
<p>The candidate will have more than 2 years experience in customer service or telecommunications</p> <ul style="list-style-type: none"> - Total customer service experience should be 5 years - Experience helpdesk environment - 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 documentation and reporting for internal and client use - proficient MS office (MS Word and Excel user) 	
Technical/Functional Skills: (Use "E" to denote Essential and "D" for Desirable)	
<ul style="list-style-type: none"> E - MS Word and Excel knowledge E – ITIL knowledge E – Customer centricity E – Networking knowledge within a global environment E – Networking or telecoms experience E – Good understanding of TCP/IP E - Experience of management and monitoring tools (SNMP based) E - Experience with reporting tools 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 – ITIL practitionerV3, or foundation V3 D - Experience with scripting, programming and regular expressions 	

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