

JOB SPECIFICATION	
Job Title	Head of Assurance - Managed Services
Business	ENTERPRISE
Function	GLOBAL SERVICE CENTRE
Sub Function	SERVICE ASSURANCE
Position Reporting to (Role)	HEAD-Managed Services
Location	DAKC
Role Summary	
<p>This role is responsible for the delivery of excellent service to our customers through the leadership of the DAKC Managed Services team.</p> <p>This role will incorporate the functions managing Assurance Level 1 & 2, Security, AAN, Problem Management and global Assurance Team Leaders.</p> <p>Responsibilities include running a Network Management Centre servicing global customers, and supporting functions for Technical Support and Incident Management. The role includes developing close working relationships with our customers, managing 3rd party carriers and driving improvements from our suppliers. The role will lead the development and implementation of industry best practices for process, system and people development, with a focus on providing world class service, and outstanding levels of customer satisfaction.</p>	
Duties and Responsibilities	
<p>Manage the daily teams across all assurance Managed Services teams to ensure the outcome for the customer is achieved.</p> <ul style="list-style-type: none"> - Improvement of customer experience programs - Lead end to end assurance team of Customer Operations across the key disciplines of <ol style="list-style-type: none"> 1. Service Desk 2. Service Desk Language 3. Level 1 4. Level 2 5. Security GSOC 6. AAN (Riverbed/Ipanema) 	
Key Performance Indicators	
<p>Customer Satisfaction. Internal (RAG) and external quarterly measurements</p> <p>Staff Satisfaction (ESAT)</p> <p>Global assurance metrics</p> <p>Employee tenure within process</p> <p>RBPO Service Management to agreed levels</p> <p>Customer agreed Service Level Agreements</p> <p>Escalation service levels - Appropriate Escalation & Management as required</p> <p>Continuous improvement targets for service improvement</p> <p>Manpower, system and process deployment/ compliance</p> <p>Recruitment</p>	
Contact with Others	
Internal	Communication across the business within Assurance, Service Management, Service Desk, provisioning, CRM, Implementation and documentation teams.
External	Escalation with customer, and Service Review exec meetings, Communication with carriers, equipment suppliers and third party vendors for field support

Qualification & Experience

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

Professional Certifications / Additional Qualification- ITIL qualified

Experience(Min. years)

12-15years of experience within IT&T Assurance related industry

Candidate Specification:

Significant experience in one of the following fields

Network Management Centre Management

Telecommunications Service Management

Telecommunications Customer Operation

Proven ability to manage large teams across diverse geographies.

Proven ability to drive continuous improvement programs globally

Proven process reengineering skills

Competency & Behavioral Skills : (Use "E" to denote Essential and "D" for Desirable)

Good team management skills

Motivation skills

Crisis Management

Customer Orientation

Conflict Management

Can perform under pressure

Decision making skills

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