



Job Specification

Position: Implementation Support Engineer
Reporting to: Implementation Support Team Leader
Department: Implementation Support
Location: DAKC (Navi Mumbai, India)

Key Business Objective:

The Change Support and Reporting Analyst needs to understand Change Request requirements and produce a technical solution with accurate cost and design, in line with predefined solutions and to provide monthly quality of service reporting to all customers.

Understand the predefined solution templates and complete Change Requests also capable of manipulating the solution for minor alterations.

Working towards SLAs to meet customer expectations with regards to providing solutions, reports and quotes in a timely and professional manner.

Key Performance Indicators:

- Performance against Service level Agreements to provide a quote for a Change request raised by the client
- Quality and speed of reports produced
- Accuracy of data entry in cost, technical detail and completeness.

Overview – Role Summary:

Responsibilities:

- Process customer and internal Change Requests in line with agreed timescales/SLAs
- Ensure all hard costs are correctly entered to Change Requests
- Ensure any designed solution that is altered for minor changes is validated by a Senior Consultant and fully documented for handover to the delivery teams in line with company processes
- Support Account Teams with investigation of missing data in Remedy Change Management system
- Run a standard suite of reports from Remedy for each customer, check the output of each and provide to the relevant service manager within the relevant timeframe stipulated in the customer contract
- Maintain a schedule of which customer receives which type of reporting, and ensure that customers who cancel and new customers are reflected accordingly
- Run summary reports from the Access database (NMC reports) for those customers designated to receive them. Paste them into the template and send to the service manager
- Compile SLA scorecards for applicable customers, information is drawn from various systems, databases and reports
- Analyze and provide network performance reports to Account Teams where requested Identify recurring process issues and provide feedback to the line manager for process improvement. Highlight ideas for continuous improvement throughout the business

Contact with Others:

Internal: Communication with various departments of the Sales, Pricing and Operations departments.

External: None.

Who can Apply:

Educational Qualification:

Bachelor's Degree in Engineering

Work Experience:

2-3 yrs of relevant experience

Required Attributes (skills & experience):

- Able to work to tight deadlines and produce high quality, accurate work
- Negotiate agreed deadlines and manage multiple project workloads and to deliver against these
- Be able to discuss technical subject matter with Technical Consultancy teams demonstrating effective communication skills
- Able to demonstrate when required a basic level of understanding across a broad range of technical subjects and be able to apply this knowledge to a customer's specific requirements
- Highly self motivated and able to multi task and prioritize effectively
- Have a basic technical knowledge and understanding of Wide Area Networking including TCP/IP and routing protocols
- CCNA certification
- Able to learn new technologies quickly
- To think creatively and network with colleagues where minor changes are required to solutions
- Developing technical, product and process knowledge
- Have a good working knowledge of Microsoft Excel, Word and Visio.
- Ability to work in a pressurized environment
- Proactive and positive attitude
- Good timekeeping
- Good problem solving abilities
- Able to work as part of a team
- Ability to communicate professionally both orally and in writing

Also

- Able to demonstrate when required a basic level of understanding across a broad range of technical subjects and be able to apply this knowledge to a Change Management requirements
- Have a basic technical knowledge and understanding of Wide Area Networking including TCP/IP and routing protocols
- CCNA certification
- Have a good working knowledge of Microsoft Excel, Word and Visio

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