

Job Specification

Position: IMPLEMENTATION TEAM LEAD
Reporting to: Implementation Manager
Department: GSC
Location: DAKC (Navi Mumbai, India)

Key Business Objective:

The Technical Team Leader - IE will work on global network refreshes new projects and will report to the Senior Manager – Implementation. The Team Leader will account for all technical escalations from within the IE area and other technical aspects related to the IE area. The Team Leader will act as the one point stop for all technical related queries that passes through the IE area and will be involved in high level decision making process regarding the technical abilities of the team and the technical skill sets within the team.

Key Performance Indicators:

- Take escalations and ensure SLA's are achieved by implementation team.
- Task Management and ensure 100% productivity of Implementation Engineers.
- Process improvements and alignment of process to global processes.

Overview – Role Summary:

Responsibilities:

- Attending project meetings where the project manager/ coordinator have requested your presence and input.
- Prepare routing/ switching equipment so that it can be used for customer site installations, this includes but is not limited to:
 - Ensure all configurations are built to comply with Technical Design Authority templates and internal standard requirements.
 - Create all the necessary installation documentation to support the roll out.
 - Ensure correct IOS has been added and that the device recognizes all modules.
 - Have all equipment/ configurations built in line with project timescales.
 - Ship all necessary equipment including correct cable types, power leads and modules, plus the installation document for the FE, to site in line with project timescales.
 - Keep the project team updated with daily progress reports on any assigned actions.
- Support the installation of sites during project roll out, this includes but it is not limited to:
 - Contacting the Field Engineer at the specified time and ensuring the installation document is followed.
 - Attending site installations for core and pilot sites
 - Ensuring all circuits are tested fully and that the failover solution works if applicable.
 - Pass out any faulty circuits and manage the carrier to resolution/ fix of fault.
 - Carry out and document all of the site specific testing.
 - Being able to trouble shoot any issues that arise during the install whether it be part of the testing or reported by the customer. If needed, liaise with the solution architect in order to resolve issue.
 - Ensure FE gets SVR signed by customer and have authority to leave site post installation.

- Produce all the necessary documentation in order to hand projects over to BAU
- Represent the Implementation Team during technical meetings with solution architect/ technical design authority or other technical bodies within the company:
 - Attending discussions on technical solutions where the technical consultant/technical design authority/solution architect has requested your presence and input.
 - Liaise with technical design authorities and solution architects to gather/reconfirm all technical requirements to ensure a competent and deliverable solution is designed.
 - Liaise internally to ensure that any solution has been validated by respective internal processes.
 - Host “Standards Meetings” where the Technical Team Leader - IE leads discussions with fellow team members/solution architect and other relevant staff to discuss technology standards to be used in customer networks and potential solutions standards for specific technologies.
 - The Team Leader will account for all technical escalations from within the IE area and other technical aspects related to the IE area. The Team Leader will act as the one point stop for all technical related queries that passes through the IE area and will be involved in high level decision making process regarding the technical abilities of the team and the technical skill sets within the team.
 - The Technical Team Leader will be responsible in allocating internal technical projects to members of the staff and ensure its completion
 - Provide technical updates and support to complex ongoing issues within the IE area to immediate upper management.
- Provide high level escalation support to Implementation Engineers for the network roll out.
- Provide feedback/inputs to your Team Manager on any current processes that you feel could be improved and take active participation in progressing with the process changes.
- Ensures the tasks approved are as per the approval criteria.
- Ensure timesheets are appropriately filled by the Implementation engineers.
- Provide inputs/feedback to senior manager for the performance of implementation engineers.
- Establish relationship with change managers, account managers, service managers across the globe.
- Acts as an SME for the implementation engineers.

Contact with Others:

Internal: Attending project meetings where the project manager/ coordinator have requested your presence and input.

External: None.

Who can Apply:

Educational Qualification:

Bachelor’s Degree in Engineering
Cisco Qualifications : CCNA CCNP

Work Experience:

5 yrs of experience and management potential

Required Attributes (skills & experience):

- Able to work to tight deadlines and produce solid work that is both correct and to a high standard.
- Confident in face-to-face internal and external meetings. The IE must be able to discuss their subject matter in a way that provides confidence to the customer and demonstrate strong communication skills.
- Able to demonstrate when required a sound level of understanding across a broad range of technical subjects and be able to apply this knowledge to customer's specific requirements.
- Highly self motivated and work well under pressure.
- Has sound technical knowledge and understanding of Wide Area Networking (WAN) particularly in Frame Relay, ATM, MPLS and both public and private IP VPN, all related networking technologies. Willingness to learn/train themselves using Vanco facilities to provide competent solutions and configurations.
- Able to learn new technologies (MPLS, BGP etc...) quickly and also those legacy technologies (SNA, DLSW etc...).
- Knowledge of Ethernet LAN environments
- Able to bring all of the above together and implement the solution on the customer's network.
- Able to work well in a team environment but also on an individual basis to ensure tasks/actions are completed.
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To apply for this position, please send your updated CV to careers@relianceglobalcom.com with 'Implementation TL' in the subject line.