

Job Specification

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

Key Business Objective:

On the “Senior Implementation Engineer” Level, the IE’s will work on New Project Rollouts/BAU that are more complex in nature and will be more involved in the set up of a roll out. The Team Lead will account for which IE resource is allocated to such projects. The Senior Implementation Engineer will report to the Team Leader – IE.

Key Performance Indicators:

- Complete implementation tasks within SLA .
- Complete documentation related to implementation task and do all relevant Quality checks.
- Provide inputs to Team lead for process improvements.

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.
- Provide feedback to your Technical Team Leader/Team Manager on any current processes that you feel could be improved

- Produce all the necessary documentation in order to hand projects over to BAU
- Ensures time sheets are submitted on daily basis.
- Provide inputs on errors in work packs/templates if any for improvements.
- Update /provide daily tracker sheets for late FE/Config errors to team leader.

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:

4-5 yrs of experience

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 and Token Ring 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.

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