

Position	L1 Support NMC
Department	Network Operations, ES
Reporting to	NMC Shift Manager
Location	DAKC, Mumbai, India

Role Summary

- Working on a 24x7 shift pattern within the Network Management Center. Provide a Customer focused Service Desk for services provided on the Globalcom Network.
- Responsible for monitoring and managing the Reliance Globalcom network, along with troubleshooting and resolving customer service and Network element issues within the Reliance Globalcom network, including resolving problems with vendor circuits.
- This position requires proactively spotting, ticketing, attending customer calls, action tracking and administrating change control, and problem resolution.

Duties and Responsibilities

- Initial customer call handling and further customer communications
- Trouble management of the Reliance Globalcom network.
- Proactive acknowledgement of alarms and follow through using troubleshooting procedures.
- Open and close trouble, maintenance, and change control tickets within a specific time frame, while detailing the issue for the ease of knowledge transfer.
- Proactively notify customers of service impacting events within KPI
- Utilize network management software to isolate problems in real-time.
- Contact and deploy the Field Technician for any appropriate problems.
- Open carrier/vendor tickets and escalate issues in with carrier/vendor in accordance to OLAs
- Access routers and switches for troubleshooting.
- Escalate issue trouble tickets when appropriate utilizing escalation procedures.
- Maintain database to manage Reliance Globalcom equipment and IP addresses.
- Detailing trouble and network issues before escalating to other groups, this includes details that follow the General Problem-solving Model.

Qualification & Experience

Educational / Academic Qualification	BE in Electrical/Electronics/Telecom/IT / Computer Science Engineering or Computer Science
Professional / Additional Qualification	-
Experience	3-5 years experience in a customer facing and technical role
Other Criteria	2 years experience working in a Customer Care / Service Desk environment for an ISP or Telco.

Candidate Specification

Essential:

- Minimum of 3-5 years related experience in the telecom industry.
- 2 years of related experience
- Strong command of the English language, including excellent spoken and written English skills
- Customer focused with excellent communication skills
- Candidate must be willing to work any shift.
- Effectively troubleshoot and resolve TDM, SONET/SDH, and partner Ethernet Issues
- Effectively identify Layer2 and Spanning Tree Protocol issues
- Effectively identify IP Routing/ BGP protocol / OSPF issues

- Knowledge and troubleshooting skills of STP, BGP, and OSPF
- Comfortable with CLI
- Layer 2 and 3 Switching and Routing
- Firm understanding of Enterprise LAN Topology
- Firm understanding of Ethernet networks
- Understanding of the OSI model and Troubleshooting based on Understanding of SNMP
- Strong Analytical skills. Perform performance reporting, testing, and troubleshooting
- Experienced in engaging with customers and suppliers to understand problems, extracting key information to troubleshoot issues and translating where required complex technical issues in to plain English.

Desired experience and background with:

- Experience working with global carriers and ISPs
- **OSS:**
 - REMEDY
 - SMARTS
- **IP:**
 - Networking Skills
 - Cisco certification
- **Equipment/Software:**
 - Extreme, Juniper, Avaya (Nortel/Tasman), RAD, Alcatel, Cisco*
 - MRTG and other performance tools*
 - Understanding of NMS tools, ticketing databases Tools – Spectrum, Remedy*
 - SecureCRT – telnet, SSH, SSH2, and RPC*
 - CLI – Routers and switches*

To apply for this position, please send your updated CV to careers@relianceglobalcom.com with 'L1 Support NMC' in the subject line.