

Position	L2 Support, NMC
Department	Network Operation, ES
Reporting to	Shift Manager, NMC
Location	DAKC, Mumbai, India

Role Summary

- This position is responsible for monitoring and managing the Reliance Globalcom network,
- Troubleshooting and resolving customer service and Network element issues within the Reliance Globalcom network, including resolving problems with vendor circuits.
- This position requires attending escalations, handling customers and action tracking.

Duties and Responsibilities

- Handle fault escalations
- Fault management of the Reliance Globalcom network.
- Identify and manage chronic customer service issues.
- Customer call handling and further customer communications
- Attend customer calls, as necessary.
- Utilize network management software to proactively isolate problems in real-time.
- Update trouble ticket, maintenance, and change control tickets within a specific time frame, while detailing the issue for the ease of knowledge transfer.
- Contact and deploy the Field Technician for any appropriate problems.
- Resolve vendor circuit issues including contacting vendor if applicable.
- Access routers and switches for maintenance and 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.
- Provide Method of Procedures for standard break-fix maintenance activities that will be performed by the Tier 2 US NMC and Field Technicians

Qualification & Experience

Educational / Academic Qualification	BE in Electrical/Electronics/Telecom/IT / Computer Science Engineering or Computer Science
Professional / Additional Qualification	
Experience	6 - 8 years experience working in a similar environment preferably for an ISP or Telco.
Other Criteria	Minimum of 2 year directly related NOC experience.

Candidate Specification

Essential:

- Minimum of 6-8 years related experience in the telecom industry.
- Minimum 2 years directly related experience
- Strong command of the English language, including excellent spoken and written English skills
- Customer focused with excellent communication skills
- Must be willing to work any shift.
- Technical competence with the strong ability to troubleshoot the following areas:
 - Layer 2
 - Switching

- IGMP Snooping (Multicast usage from switched perspective)
- L2 protocols, such as STP, rSTP, and EAPS
- Layer 3
 - TCP/IP
 - Routers, switches and data networking
 - BGP
 - L2VPN, L3VPN
 - MPLS and VPLS
 - Internet address management and services
 - Related network management systems
- Transmission Mediums
 - Ethernet Technology
 - SDM/SONET, and TDM
 - xWDM (CWDM and DWDM)
- Experience includes working with International telecom companies to resolve issues
- Comfortable with CLI
- 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
- Develop Troubleshooting procedures and Training Labs
- Excellent spoken and written English skills
- 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.
- Demonstrate Ability to comprehend and learn the Network topology, by studying current network configurations.

Desirable:

- Experience working with global carriers and ISPs
- OSS:
 - REMEDY
 - SMARTS
- IP:
- Networking Skills
 - Cisco certification
- Equipment/Software:
 - Extreme, Juniper, 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 'L2 Support, NMC' in the subject line.