

**JOB SPECIFICATION**

**Position: Manager – Internet Peering**

**Reporting to:** Head of IP Service Planning and Engineering (Parag Palsapure)

**Department:** CTO / IP Service Planning and Engineering

**Location:** DAKC (Navi Mumbai, India)

**Key Business Objective:**

The primary purpose of this role is to strengthen the Internet peering connectivity with ISPs, Content Providers, ADN/CDN, Internet Exchanges, partners and other networks / providers, in order to provide highest quality Internet services to RGCOR customers with optimal use of network and internet resources and minimize cost of delivering services.

The candidate shall also develop service enhancements for service differentiation, enhanced features for additional revenues, and customized solutions to meet different requirements.

**Key Performance Indicators:**

- Network performance (Service Uptime, RTD, Packet-loss, Security events etc)
- Internet traffic and revenue growth
- Service differentiation
- Cost of delivering Internet services (IPT, Direct routes and any other variants)
- Global AS-Ranking
- Accuracy, timeliness and quality of reporting and proposals, and peering contracts
- Number of Tier-1 Peers, IX Presence, Customer base

**Overview – Role Summary:**

**Responsibilities:**

- Analyze and report on network traffic and optimize network design, routing policies, peering and upstream connectivity. Liaison and manage Internet peering relationships and contracts with peering partners, Internet exchanges, Internet registries and upstreams to provide congestion-free high-performance internet service to customers, that meet the business objectives.
- Perform against all key performance indicators.
- Develop and maintain peering and routing policies to achieve business objectives.
- Liaising with NOC regularly to ensure SLAs and customer expectations are met or exceeded, liaising with customers and partners for optimal and correct routing policy implementations to maximize performance, on-net traffic and revenues.
- Regular reports to alert and proactively keep all stakeholders up-to-date on the network and service performance, network resource utilization (capacity, equipment etc), progress of all projects and activities, network/service threats/risks and trends in the industry.
- Ensure maintenance of accurate database on peers, customers, routing configurations, capacities, costs and network performance
- Provide regular training technical and cross-functional staff as necessary
- To respond immediately to any requests escalated.
- Develop service differentiators, product enhancements and customized solutions as required

**Contact with Others:**

Internal: Communication across the business within Engineering, Operations, Product and Commercial

External: Communication with Internet peers/partners, Internet Exchanges, Channel partners, Off-net and equipment suppliers, equipment vendors as necessary

**Who can Apply:**

**Educational Qualification:**

Bachelor's Degree in Engineering

**Work Experience:**

~6-10 yrs of relevant experience

**Required Attributes (skills & experience):**

- Experience in a carrier environment, wholesale or large retail ISP
- Extensive experience in peering management, IX connectivity management
- Traffic characterization and flow analysis technologies and tools e.g. NetFlow / JFlow/ Sflow / IPFIX, Arbor, Skitter, MRTG
- Internet performance optimization
- Handling threats – DDOS and other security attacks, spoofing, DPI, IDS, IPS
- Advanced skills in BGP, MPLS, IPv4, IPv6, DNS
- Desirable scripting skills CGI, Perl, Looking Glass
- Desirable - knowledge about internet regulation in various countries
- Juniper (preferable) and Cisco advanced skills, and certifications
- Desirable – customizing internet solutions for wholesale and enterprise segments

**Also**

- Excellent communication skills, written and verbal, fluent in written and spoken English
- Good eye for detail, 100% accuracy is required
- Good organizational skills and ability to prioritize daily workload
- Be able to demonstrate proactively in all aspects of the role
- Ability to work under pressure
- Ability to adapt to multinational organization with diverse cultures
- Ability to multitask
- Effective Team Player
- Ability to initiate and establish good relationships with peering partners

To apply for this position, please send your updated CV to [careers@relianceglobalcom.com](mailto:careers@relianceglobalcom.com) with 'Manager – Internet Peering' in the subject line.