

**Position: Provisioner – SD (Mumbai, India)**

Order the Off-Net portion of customer services to partner carriers, manage their delivery as per customer requirement, issues resolution and escalation within carrier organisation

**Roles and Responsibilities**

Deliver Off-Net portion in accordance to specified time-lines:

- Verify order details are complete prior to placing order
- Place order to carriers
- Manage carrier delivery ensuring all milestones are met (as prioritised by the master schedule)
- Ensure quality defects are resolved as per SLA agreed with carrier
- Escalate issues within carrier organisation
- Add clear, unambiguous and time bound comments on to the system, when tasks or circuit delivery is in jeopardy or delay
- Comply with processes in place
- Management of team mail boxes

**Qualification and Experience**

**Required**

- 2-3 years of Telecommunications experience involving managing Telco circuit delivery and other suppliers to provisioning SLAs
- Workload management - ability to work to multiple deadlines & co-ordinate multiple priorities/ tasks simultaneously
- Education – B.E in Electrical/Electronics/Telecom/IT / Computer Science Engineering or Computer Science
- Delivers to targets and is performance focused
- Has a general product knowledge and some technical understanding of services delivered by Telco carriers
- Workload management - ability to work to multiple deadlines & co-ordinate multiple priorities/ tasks simultaneously
- Understands physical infrastructure of Telco circuits and services
- Good communication skills
- Ability to maintain good relationships with Customers, Suppliers and other's within the group
- Good written & spoken English

**Desired experience and background with:**

- Worked on Remedy, Siebel system
- Knowledge of T1, DSX, OCX
- Good Microsoft office suite skills

**Reports to:**

Lead Provisioner (Denver)

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