

Position	Service Activation Engineer, Level 2
Department	Network operation, ES
Reporting to	Manager, Activation
Location	DAKC, Mumbai, India

## Role Summary

- Reviews the Final Design Layout Record for missing details related to the physical or logical service design
- Configuration of customer services, including equipment and circuits of both On-Net and Off-Net portion as per customer order.
- Working closely with service delivery managers to deliver services as per customer needs.

## Duties and Responsibilities

- Configuration of full customer services across production network, including On-Net and Off-Net portion.
- Activate new Off-Net 'Last-Mile' circuits for customer service.
- Verification of DLR (Design layout record), add necessary details to existing DLR
- Equipment configuration as required by customer and coordinate the logistics of shipping to the field.
- Trouble shooting with vendor carriers for new partner circuits that completes customer services.
- Comply with processes and time line in place.
- Add clear, unambiguous and time bound comments on to the system, when tasks are in jeopardy or delay. Escalate significant delays to the Line-Manager, SDM, Provisioner.
- Work closely with service delivery manager
- Provisioning on the production network during approved hours
- Communicating changes to the NMC
- Ensure no negative impact on production network during activation activities.

## Qualification & Experience

Educational / Academic Qualification	BE in Electrical/Electronics/Telecom/IT / Computer Science Engineering or Computer Science
Professional / Additional Qualification	2 years of configuring equipment and services
Experience	6-8 years of Telecommunications experience involving managing Telco circuit configuration
Other Criteria	-

## Candidate Specification

### Essential:

- 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.
- Ability to perform CLI changes and work from pre-existing scripts to deliver service
- 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.
- Technical competence with the strong ability to configure and 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)
- Has a general knowledge of physical Telco Networks and associated gear
- Workload management - ability to work to multiple deadlines & co-ordinate multiple priorities/ tasks simultaneously
- Delivers to targets and is performance focused

**Desirable:**

- Knows and is familiar with Extreme, Juniper, and/or Tasman (Nortel)
- Worked on Remedy, Siebel system
- Familiar with the use of scripts – ie PERL
- Good Microsoft office suite skills

To apply for this position, please send your updated CV to [careers@relianceglobalcom.com](mailto:careers@relianceglobalcom.com) with 'Service Activation Engineer, Level 2' in the subject line.