

JOB SPECIFICATION	
Job Title	NMC L2,Service Assurance Team Member
Business	Enterprise
Function	Network Operation, ES
Sub Function	Monitoring & troubleshooting
Position Reporting to (Role)	Shift Manager, NMC
Location	DAKC
Role Summary	
<p>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</p>	
Duties and Responsibilities	
<p>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</p>	
Key Performance Indicators	
<p>Establish and overall objective of 75% of all on-net service trouble tickets MTTR of <=2 hours for ONNET sites and <=4 hours for OFFNET Sites.. KRA objective is to improve the MTTR average for on-net trouble tickets by 2% per quarter starting with the average on-net MTTR for FY 09-10</p> <p>Establish an overall objective of 99.95% service availability. KRA is to improve, by 0.02% per quarter the service availability based on the average of the FY 09-10 service availability</p>	
Contact with Others	
Internal	Network Operations Centre, Customer Network engg, Network Engg, Network Architecture, Field Ops, Sales Engg, Sales etc

External	Customers, Suppliers and Vendors
Qualification & Experience	
Educational / Academic Qualification- B.E/B.Tech/MCA	
Professional Certifications / Additional Qualification- CCNP, Juniper Certifications	
Experience(Min. years)	4-7yrs of experience working in a similar environment preferably for an ISP or Telco.
Candidate Specification:	
<p>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. 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.</p>	
Technical/Functional Skills: (Use "E" to denote Essential and "D" for Desirable)	
<p>Essential: 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)</p> <p>Desirable: Experience working with global carriers and ISPs OSS: REMEDY SMARTS</p>	

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 “open Position” in the subject line.