

Position: Service Delivery Manager – DAKC, Mumbai, India

Responsible for order acceptance, task creation and coordination with the function in entire service delivery chain to ensure delivery of order within committed time frame. Keep the customers updated on regular basis

ROLES AND RESPONSIBILITIES

- Acceptance of order in system
- Overall responsible for service delivery within committed time frame
- Work with all the functions within service delivery chain and ensure the team meets all agreed SLA metrics as contracted and to minimise service impacts to customers.
- Act as administrative and technical escalation point for team and clients
- Monitor performance to ensure compliance with process
- Interact with customers, suppliers & Internal RGCom teams
- Escalate issues to manager as required
- Highly customer focussed with an ability to comprehend complex issues quickly and to develop technically.
- Drive resolution through third parties such as carriers, installation suppliers
- Maintain customer communications during the problem resolution
- Ensure Quality Control is actioned by every team member
- Escalate issues in accordance with RGCom procedures

QUALIFICATIONS AND EXPERIENCE

Required:

- General understanding of Data Communication Services – Physical and Logical
- Customer focused with excellent communication skills
- Able to manage suppliers and to escalate issues at a senior level
- Ability to write clear reports.
- Demonstrated ability to proactively drive service improvements.
- Excellent spoken and written English skills
- Excellent Microsoft Office and PC skills
- Must have a minimum of 4-6 years experience working in a similar environment preferably for an ISP or Telco, however other fields will be considered.
- Experienced in engaging with customers and suppliers to understand problems, extracting key information to allow the GSC to troubleshoot issues and translating where required complex technical issues in to plain English.
- Education – B.E in Electrical/Electronics/Telecom/IT / Computer Science Engineering or Computer Science.

Desired experience and background with:

- Experience working with global carriers and ISPs e.g. BT, Verizon
- **OSS:**
 - REMEDY
 - SMARTS
- **IP:**
 - Networking Skills
 - Cisco certification

To apply for this position, please send your updated CV to careers@relianceglobalcom.com with 'Service Delivery Manager' in the subject line.