

Position	Shift Manager
Department	Network Operation, ES
Reporting to	Head, ES Network Operation, India
Location	DAKC, Mumbai, India

Role Summary

- Working on a 24x7 shift pattern, responsible for leading a team of Shift Engineers within the NMC.
- Manage the Globalcom network using Network Management Systems and Operational Support Systems. This position acts as the first escalation point for management issues and immediate escalations for S1 and chronic issues.
- The NMC Shift Managers ensure that all process and procedures have been implemented, understood and followed for their responsible shift.
- The NMC Shift Manager also ensures that the NMC team complies with the specified SLA/OLA and KPIs.
- This position is also required to perform the day-to-day duties of the NMC engineer.

Duties and Responsibilities

- Manage a team of people to successfully provide assurance activities for RGCom Clients
- Act as administrative and technical escalation point for team and clients
- Conduct handoffs at beginning and end of shift
- Review Turnover reports
- Keep updated on all VIP customer issues
- Review all open VIP Customer trouble tickets
- Responsible for Quality Control of tickets and customer communications
- Ensure that all process and procedures are implemented, understood and followed
- Coordinate shift schedules
- Assign and delegate trouble tickets as necessary
- Ensures customer communications and updates within committed time-frame, including proactive notifications
- Ensure proactive monitoring of the Network
- Ensure that the proper escalation process is followed

Qualification & Experience

Educational / Academic Qualification	BE in Electrical/Electronics/Telecom/IT / Computer Science Engineering or Computer Science
Professional / Additional Qualification	
Experience	minimum of 8-10 years of experience working in a similar customer facing environment preferably for an ISP or Telco, however other fields will be considered.
Other Criteria	Minimum of 2 year directly related NOC experience.

Candidate Specification

Essential:

- Minimum of 8-10 years related experience in the telecom industry.
- Minimum of 2 year directly related NMC experience.
- Strong command of the English language
- Clear leadership and team building aptitude and capability.
- Ability to take ownership and make decisions
- Customer focused - Strong customer service and communication skills

- Experienced in engaging with customers and suppliers to understand problems with intent to provide resolution
- Strong technical understanding
- 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 Microsoft Office and PC skills
- Experience includes working with International telecom companies to resolve issues
- Technical competence in 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)

Desirable:

- International telecom experience
- Experience working with carriers and ISPs
- Telecommunication OSS Tools: Remedy, SMARTs, Vital Suite, Voyence, Script usage (PERL)
- Firm understanding of a formal industry model standards, I.E. ITIL/eTOM, ISO900, Six Sigma

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