

JOB SPECIFICATION

Job Title	Senior AAN (Application Aware Networking) Engineer
Business	Enterprise
Function	GLOBAL SERVICE CENTRE
Sub Function	Assurance
Position Reporting to (Role)	Manager AAN Centre of Excellence (CoE)
Location	DAKC

Role Summary

- The purpose of the position is by the use of the Reliance Globalcom Network Management Systems proactively detect performance related issues and SLA violation on application basis within selected customer AAN setups/networks
- Manage to resolution the detected issues, utilising the global resources of Reliance Globalcom.
- Ensure contracted levels of performance are achieved by the proactive surveillance, event control and escalation management of performance related incidents.
- Perform Problem Management activities on a regular basis to highlight and eliminated reoccurring issues
- Prepare client installations of AAN devices such as Riverbed and Ipanema boxes.
- Support installations for AAN devices
- Support global staff in creating and submitting CRs for AAN solutions
- Carry out Change Requests for AAN solutions
- Prepare regular reporting packs for clients of AAN networks
- Discuss reporting packs with local RGCOC staff before it is presented to clients
- Point of contact for all client queries and support requests in regards to AAN Network or devices
- Administrate core Management tools for AAN devices
- The position is expected to meet all agreed SLA metrics as contracted by Reliance Globalcom and to minimise service impacts to customers within established cost parameters
- Act as 2nd line Escalation for all AAN related issues for installations, reporting or faults
- Act as point of contact for client and internal requests
- Direct less senior engineers and help to coach and mentor them without being line manager

Duties and Responsibilities

The Senior AAN Engineer role will involve but is not limited to

- prepare and support site implementations
- Migration planning and documentation
- Develop Voyence configuration and compliance checks for customers
- enhance other tools and suggest improvements for utilized tools for AAN Management
- Administration of the key AAN tools were necessary
- Preparing technical and testing documentation and supporting testing stages of projects
- Document changes to customer design within an already approved Detailed Design
- run regular reports (standard or customized) and supply to internal or external point of contact and discuss reports, suggest enhancements or changes point out areas for improvement etc. (write report summary)
- event, issue and problem management for AAN setups
- point of contact for internal and client requests in regards to AAN setups and issues
- escalation point for internal, client or vendor requests or escalations
- coach and mentor less senior engineers
- ensuring design and configuration standards are being met as produced by the Operational Readiness Team
- work close with the networking teams in fault scenarios

Key Performance Indicators

Customer Satisfaction (CSAT).

- All documentation and reports produced according to timelines and to a high standard
- First time success of migrations and business as usual implementations/installations.
- Change SCD's met within the global environment.
- Full knowledge (via tests) of the RGC processes.
- 100% adherence to the customer design standards, and the documentation compliance
- answer phone within 5 rings
- 95% of all performance related alerts are acknowledged and tickets created within 15 minutes of event notification.
- Achieve 90% pro-activity across AAN customers
- 80% of all tickets are to be resolved within 48 hours
- All tickets are to comply 100% with Reliance Globalcom Standards.
- 95% of all Notifications to be completed within 15 minutes of due time.
- >95% achieved in monthly NMC ticket audit
- carry out changes Typ 1,2 and TC in adherence with the global KPIs

Contact with Others

Internal	Mainly GSD, GSC, Project Teams and Service Managers. Also IEs and TDAs and other technical and none technical staff.
External	Clients, Providers

Qualification & Experience

Educational / Academic Qualification- B.E/B.Tech/MBA/MCA

Professional Certifications / Additional Qualification- Cisco CCNA or better Ipanema (ITSE) or Riverbed (RCSA) certified

Experience(Min. years)

4-8years of experience within Service Provider or Carrier in the network or AAN division

Candidate Specification:

The candidate will have more than 2 years experience in networks or telecommunications and at least 6 months with either Riverbed or Ipanema devices

- Experience helpdesk environment
- Experience in working in a service provider environment
- Experience in working with multiple providers and technologies
- Confident English written and verbal communication skills and experience discussing solutions with clients.
- Experience in completing high quality documentation and reporting for internal and client use
- proficient MS office (MS Word and Excel user)

Technical/Functional Skills : (Use "E" to denote Essential and "D" for Desirable)

E - MS Word and Excel knowledge

E – Ipanema/Riverbed experience or that of another WAN Optimisation vendor (Juniper WXC, Bluecoat WAN Optimisation, Cisco WAAS)

E – Networking or telecoms experience

E – Experience with Cisco routers

E – Good understanding of TCP/IP

E - Good conceptual understanding of applications layer protocols (FTP, CIFS, MAPI, HTTP, SSL, etc)

E - Experience with management and monitoring tools (SNMP based)

E - Experience with reporting tools (SNMP and/or Netflow based)

E - Working experience in a support role (level2/3) in a service provider environment

E – Ability to analyse data and transfer into a reporting package/with executive summary

E- Excellent understanding of QoS (Quality of Service) concepts

D - Working experience in an implementation engineering role in a service provider environment

D - Riverbed Certified Solutions Professional certification (RCSP)

D - Cisco CCNA or CCDA certification

D - Experience with scripting, programming and regular expressions

To apply for this position, please send your updated CV to careers@relianceglobalcom.com with “open Position” in the subject line.