



Job Specification

Position: Assurance level 1 Engineer
Reporting to: Assurance Shift Lead
Department: GSC
Location: DAKC (Navi Mumbai, India)

Key Business Objective:

The primary purpose of this role is for first line fault reception and diagnostics for Globalcom Data Clients. He will also be responsible for keeping customer informed about the progress of the fault and taking it to timely resolution.

Key Performance Indicators:

Answer all incoming calls, adhering to Vanco brand standards
Record the fault on Vanco fault managements system
Carry out initial checks with the client and on their network to ascertain the next course of action. This will require effective use of various diagnostic tools, and the Vanco documentation system
Ensure all ticket progress is accurately recorded on the fault management system whilst adhering to Vanco brand standards
Ensure the client is proactively informed of ticket progress. This must be in line with defined notification SLA's.
Liaise with third party support teams to ensure timely and efficient restoration of service.
Ensure that tickets are escalated in both Vanco and Client organisations in line with defined SLA's
Assess ticket workload and ensure technical escalation, where appropriate, to ensure timely restoration of service

Overview – Role Summary:

Responsibilities:
Act as first point of contact for incoming fault reports
Perform first line fault diagnostics
Maintain accurate fault history
Keep Vanco clients updated on ticket progress
Liaise with third party support teams
Ticket escalation in line with defined SLA's
Ensure technical escalation takes place

Contact with Others:

Internal: Communication across the business within Assurance, Service Management, Service Desk, provisioning, CRM, Implementation and documentation teams.
External: Communication with carriers, equipment suppliers and third party vendors for field support.

Who can Apply:

Educational Qualification:
Any Engineer
CCNA Certified.

1-5 yrs of relevant networking experience on WAN Technologies.
Excellent oral and written English.
Excellent communication skills.
Other languages advantageous.

To apply for this position, please send your updated CV to careers@relianceglobalcom.com with 'Assurance Level 1 Engineer' in the subject line.