

Job Specification

Position: Assurance level 2 Engineer
Reporting to: Assurance Shift Lead
Department: GSC
Location: DAKC (Navi Mumbai, India)

Key Business Objective:

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

Key Performance Indicators:

- Compliance with Customer & our Notification Processes
- Ensure all Down Services are notified to customers and management in accordance with documented procedures.
 - Ensure all site notification details are checked and corrected at time of fault
 - Ensure NMC Manager updated on any issues affecting compliance with process
- Participate in a Continuous Improvement Culture.
- Compliance with Customer & our Escalation Processes
- Ensure all Down Services are escalated in accordance with documented procedures.
 - Ensure all Major Events are Identified and managed according to the documented procedures
 - Ensure Shift Team Leader/Assurance Manager is updated on any issues affecting compliance with process
- Use initiative to drive the correct outcomes in all instances
- Remedy Tickets updated
- Ensure all tickets assigned to you are updated regularly.
 - Ensure all tickets are updated in compliance with the Vanco standards
 - Ensure Shift Team Leader/Assurance Manager is updated on any issues affecting compliance with process
 - Use initiative to drive the correct outcomes in all instances.

Overview – Role Summary:

Responsibilities:

- Proactively monitoring customer networks via the use of our network tools
- Taking calls from customers
- Taking immediate corrective action to restore services
- Driving resolution through third parties such as carriers & maintenance teams
- Maintaining customer communications during the problem resolution
- Escalating issues in accordance with our procedures
- Conducting regular testing of networks and services in accordance with our processes
- Adherence and compliance to processes and tasks assigned/requested by management Team

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:

Experience

Engineer with 2 -5 yrs of experience in a WAN technical support role which encompasses a technical first line or second line position

Abilities

Comfortable with Cisco IOS and XDI.

Able to troubleshoot on various Cisco router platforms from c837s to c7200s.

Able to troubleshoot on various Cisco switch platforms from c2950s to c6500s.

Able to navigate CCO effectively and utilise the online resources available to resolve an issue.

Understands basic Microsoft Windows networking.

Understands basic Linux/Unix networking

Technical Knowledge

MPLS, ASDL (PPPoA/PPPoE/RFC2684), ISDN, PPP, POS, Frame Relay, HDLC, FastEthernet/GigabitEthernet, IP, GRE tunnels, BGP, EIGRP, DHCP, HSRP, VLANs, Trunking, QoS, ACLs/CBAC/IPS, VoIP (preferred).

Education

Possess Bachelor's Degree

Excellent telephone/Customer service skills

Cisco and Microsoft Network Understanding

CCNP Certification(Composite Paper-Routing & Switching)

Excellent written and spoken English

Other languages advantageous

To apply for this position, please send your updated CV to careers@relianceglobalcom.com with 'Assurance Level 2 Engineer' in the subject line.