



## Job Specification

Position: **Assurance Senior Manager**  
Reporting to: **Head - Global Service Centre**  
Department: GSC  
Location: DAKC (Navi Mumbai, India)

### Key Business Objective:

This role is responsible for the delivery of excellent service to our customers through the leadership of the DAKC Network Management Centre. Responsibilities include running a Network Management Centre servicing global customers, and supporting functions for Technical Support and Incident Management. The role includes developing close working relationships with our customers, managing 3<sup>rd</sup> party carriers and driving improvements from our suppliers. The role will lead the development and implementation of industry best practices for process, system and people development, with a focus on providing world class service, and outstanding levels of customer satisfaction.

### Key Performance Indicators:

- Customer agreed Service Level Agreements
- Internal NMC Proactive and Reactive service indicators
- Escalation service levels
- Continuous improvement targets for service improvement
- Carrier service level agreements attained
- Appropriate Escalation & management as required
- Manpower, system and process deployment
- Industry benchmarking of industry Attainment

### Overview – Role Summary:

#### Responsibilities:

- Analyze queues, tickets and other data to ensure teams operating
- Carry out audits on team compliance
- Liaise with In Country Assurance Teams
- Analyze processes and recommend improvements
- Produce statistical and other information to in-country Assurance Teams
- Drive the Assurance teams to exceed customer expectations.

### 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:

#### Essential

- Significant experience in one of the following fields
- Network Management Centre Management
  - Telecommunications Service Management
  - Telecommunications Customer Operations

- Outstanding communications skills in both written and spoken English
- Degree qualified

**Preferable**

- Department / Middle Manager level
- Telecommunication engineering qualification
- Significant familiarity and demonstrable application of technology
- ITIL qualified practitioner

To apply for this position, please send your updated CV to [careers@relianceglobalcom.com](mailto:careers@relianceglobalcom.com) with 'Assurance Senior Manager' in the subject line.