

## Job Specification

**Position:** Shift Manager/Shift Team Lead  
**Reporting to:** Assurance Senior Manager  
**Department:** GSC  
**Location:** DAKC (Navi Mumbai, India)

### Key Business Objective:

The purpose of the position is to provide leadership and supervision for the First & Second level support teams within the Customer Service Centre

The position is expected to assist the Assurance Senior Manager in ensuring the team meets all agreed SLA metrics as contracted and to minimise service impacts to customers through strict compliance with processes.

A customer focus along with previous experience supervising a support team and a willingness to learn and provide team support are key attributes of this position, along with excellent written and verbal English communication skills.

### Key Performance Indicators:

Manage a team to ensure that we meets contracted service levels

- Ensure all staff follow agreed processes and are adequately trained
- Ensure sufficient staff are available at all times to achieve stated levels of service
- Foster a culture of Continuous Improvement.

Reporting on Performance

Compliance with Customer & our Processes

- Ensure all Services Faults are managed in accordance with the Vanco Service Assurance Process
- Ensure Managers are updated on any issues affecting compliance with process

Participate in a Continuous Improvement Culture.

Compliance with our Escalation Processes

- Ensure all Services are escalated in accordance with documented procedures.
- Ensure all Major Events are Identified and managed according to the documented procedures
- Ensure Manager is updated on any issues affecting compliance with process

Use initiative to drive the correct outcomes in all instances.

Fault Tickets updated

- Ensure all tickets assigned to your team are updated regularly.
- Ensure all tickets are updated in compliance with our standards
- Ensure the Assurance Manager is updated on any issues affecting compliance with process

Use initiative to drive the correct outcomes in all instances

Compliance with our Processes

- Ensure tickets are closed promptly, within 30 minutes of service restoration.
- Ensure tickets that are unable to be closed due to customer requirements are highlighted

Proactively detect tickets that may be closed.

Compliance with our Processes

- Ensure "Brand Standards" are followed
- Remain available to take calls as directed

Proactively participate in improving the customer experience

**Overview – Role Summary:**

**Responsibilities:**

- Monitoring team performance to ensure compliance with process.
- Ticket Management and ensuring timely progression of faults.
- Interacting with customers and suppliers wherever required.
- Taking immediate corrective actions when required
- Achieving results through a motivated team
- Escalating issues in accordance with our procedures
- Developing and improving processes in line with products and services

**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**

An **Engineer** with at least 5 years in a WAN technical support role which encompasses a technical second line position along with **1 year of Team Lead experience mandatory**

**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).

**Other Skills**

Excellent communication skills in written and spoken English

Previous experience managing a team in a customer service

Experience working in a 24 X 7 shift environment

Good knowledge of Microsoft office including Word and Excel

Experience with trouble ticketing systems such as Remedy, Clarify, Vantive or Peregrine etc..

Excellent telephone/Customer service skills

Previous data network support experience

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