

Designation: Manager,NOC

A) Desired Candidate Profile:

- Should have minimum 4 years of experience in managing NOC operations & processes, service provisioning, Network asset management and complaint management for large scale Telecom/IT Projects.
- Should have:
 - ⇒ Understanding of Telecom services and active & passive components of Telecom networks.
 - ⇒ Ability to coordinate with various stakeholders including vendors for resolution of day to day issues and completion of activities.

B) Educational Qualification:

- B.E./B.Tech in (Electronics & Communications/Electronics & Telecommunications/Computer/Information Technology) with first class from reputed institute/university **OR** M.E./M.Tech in (Electronics & Communications / Electronics & Telecommunications/Computer/Information Technology) with first class from reputed institute / university **OR** On Deputation from Central PSU.
- Candidates with Online degree will not be considered.
- Network Certifications: CCNP/CCIE

C) Key Roles and Responsibilities:

- Handling operations and maintenance of large and complex Network comprising of mix of technologies (ICT & Telecom) and products in network operations centre like GPON, DWDM, Router, Switches, Server, storage, NMS/EMS, etc.
- Focus on all Network operation issues to improve the network uptime & maintain all KPIs and SLAs.
- Identify areas for process and efficiency improvement within the NOC.
- Managing service provisioning & service assurance for customers.
- Providing technical support for various network, systems and performance issues
- Following ITIL practices for Day-to-Day operations including Change Management, Incident Management, Problem Management, Capacity Management, Asset Management
- Handling customer escalations, providing RCA, coordinating with relevant stakeholders.
- Overseeing basic security solutions to meet Network requirements.
- Basic understanding of common information security management frameworks such as ISO/IEC 27001 will be an added advantage.
- Manage & coach team of 8 – 10 members on day to day basis.

D) Soft Skills:

- Should be a team player
- Must have managerial skills with good written and verbal communication skills
- Ability to liaise with various stakeholders including vendors & external customers

E) Age Limit: Not more than 35 Years

F) Remuneration: INR 56000 /- P.M. (Cost to Company basis) or for ITS officers on deputation, pay protection benefits will be provided

*****_*****