

Designation: IT Officer, NOC

A) Desired Candidate Profile:

- Should have total minimum experience of 3 years in performing NOC operational activities, 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 & field teams 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:

- 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.
- Timely resolution of all Network operation issues to improve the network uptime & maintain all KPIs and SLAs.
- Coordinating with internal & vendor teams for service provisioning & service assurance for customers.
- Maintaining various MIS reports for day to day activities including Network performance KPIs & SLAs, incidents, changes, capacity Management and network utilizations, etc.
- Coordination with vendor teams for successful running of all NOC applications.
- Work closely with manager for process and efficiency improvement within the NOC.
- Implementing Change Management and Incident Management processes for NOC Operations
- Handling customer complaints on day to day basis, providing RCA & coordinating with relevant stakeholders.
- Basic understanding of common information security management frameworks such as ISO/IEC 27001 will be an added advantage.
- ITIL – Foundation Certifications will be an added advantage.
- Coordination with team of 8 – 10 members & field teams on day to day basis.

D) Soft Skills:

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

E) Age Limit: Not more than 35 Years

F) Remuneration: INR 44,900 /- P.M. (Cost to Company basis) or for ITS officers on deputation, pay protection benefits will be provided

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