Designation: Manager, NOC

A) Desired Candidate Profile:
- Should have minimum 04 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 MCA with first class** from reputed institute/university
  (Only Candidates having Full Time Degree will be permitted)
  M.E./M. Tech /MBA / PGDM / PGDBA is desirable
- **Network Certifications**: Professional / Specialist level Network certificate or above like CCNP / JNCIS / CompTIA Network+
  (NOTE: The certificate should not have expired before 31st December 2018)
- **OR** On Deputation from Central / Any State PSU across the country.

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 officers on deputation, pay protection benefits will be provided

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