

# **Designation: Senior Manager (Complaint Management)**

## **A) Desired Candidate Profile:**

- Should have total minimum experience of 7 years in managing customer escalations, complaint management through Root Cause Analysis and managing NOC operations & processes for large scale Telecom/IT Projects.
- Should have:
  - ⇒ In-depth understanding of e2e life cycle of incident & problem management.
  - ⇒ Understanding of Telecom services and active & passive components of Telecom networks.
  - ⇒ Basic understanding of common information security management frameworks such as ISO/IEC 27001.
  - ⇒ Ability to coordinate with various stakeholders 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 and MBA (Business Administration) with first class from reputed institute/university **OR** M.E./M.Tech in (Electronics & Communications/Electronics & Telecommunications/Computer/Information Technology) and MBA (Business Administration) with first class from reputed institute/university **OR** On deputation from Central PSU.
- Candidates with online degree will not be considered.
- Certification: ITIL- Foundation / Intermediate

## **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.
- Performing trend analysis of historical incidents and providing suggestions for Fine Tuning & Optimization.
- Performing known error problem management and reducing repetitive incidents.
- Handling escalations, providing RCA, & coordinating with relevant stakeholders.
- Identify areas for process and efficiency improvement within the NOC.
- Review & analysis of major service outages & major incidents.
- Overseeing all Network operation issues to improve the network uptime & maintain all KPIs and SLAs.
- Managing basic security solutions to meet basic customer requirements.
- Manage & coach team of 10 – 12 members on day to day basis.

## **D) Soft Skills:**

- Should be a team player
- Ability to liaise with various stakeholders including external customers
- Excellent listening and presentation skills
- Strong Leadership and Managerial skills

## **E) Age Limit: Not more than 37 Years**

## **F) Remuneration: INR 80,000 /- P.M. (Cost to Company basis) or for ITS officers on deputation, pay protection benefits will be provided**