

ITO Network Operations Lead

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Company: Ford Motor Company

Location: Chennai

Category: computer-and-mathematical

As Network Operations Project Manager (GSR8), based in India you will be a technical lead supporting Ford's Enterprise Network Operations transformation. You will be supporting the 24x7 Global Network Operations (LAN/WAN/Wireless/F5) team to a center of technical excellence and customer Advocacy. The EU Network Ops Project Manager is responsible for successful Network Operations including the incident, change implementation and problem management procedures. This is a key role to ensuring the support of network availability Global Network Product offerings. This position will be part of Ford's Enterprise Tech Operations department and will report to the Regional Network Operations Supervisor, based in same or another region. The Project Manager needs to ensure Always On (24 x 7) availability of Ford Global Network Product offerings, working with Network Operations Peers from other regions. This is a key role to ensuring the support of network availability Global Network Product offerings. This position will be part of Ford's Enterprise Tech Operations department and will report to the Regional Network Operations Supervisor, based in same or another region. The Project Manager needs to ensure Always On (24 x 7) availability of Ford Global Network Product offerings, working with Network Operations Peers from other regions. Support the technical Incident Management Calls and Change Controls through STRONG Technical Network Knowledge, Operational capability, and strong communication skills. Own End-to-end Network Troubleshooting during Incidents. Demonstrate technical excellence through technical knowledge. Work with global Network Operations supervisor/ leads peers for supporting the global 24x7 shift operations. Advocate and ensure that high quality Follow the Sun (FTS) is delivered to

receiving teams. As well as support on-call schedule and shifts are available. Support continuous improvement in service management for Network Services leveraging enterprise tools and processes (Incident, Problem & Change) and focusing on customer value optimization. Supports implement best practices and processes for Network Operations services to maintain availability, reliability, scalability, and security. Support for effective SRE Monitoring and FSO (Full Stack Observability) on system performance and overall health, troubleshoot issues, and implement corrective actions. Collaborate with the Network LAN/WAN development teams to optimize infrastructure for application performance and scalability. Support team members to achieve technical network excellence thru experience, and network Certifications and support training requirements. Able to support the team to develop continued improvements leading to an "always on network capability. Support and ensure that high quality follow the sun is delivered to receiving teams. Actively participate in escalations requests. Support a proper follow-up to Business escalations, BR, and DOR. Support assurance of up-to-date sw releases, targeted LDOS, and PSIRTS (security updates) Support Network Service offering teams to ensure successful change controls. Strong Technical Understanding of Routing / Switching protocols, Wireless, F5, Data center, WAN/SD-WAN and Network monitoring, observability Tools, Network performance tools. Technically strong to lead/drive end-to-end Network Troubleshooting during Incidents. Bachelor's degree in Computer Science or Engineering or B-Tech Able to handle incident independently. Able to successfully plan, implement, & delivery all Network Change controls Ability to leverage and involve the right technical resources, and partners, and take action during an incident or change control. Excellent Communication, including the ability to independently lead an outage incident. Solid understanding of Expert customer care business, processes, procedures. Able to represent the end customer as a customer advocate. Strong troubleshooting experience with network environments. Strong understanding of network troubleshooting Tools. Significant technical, functional and hands on experience with networking Services and operations. Highly collaborative, with the ability to influence team members. Ability to provide a strong point of View as necessary. 12+ years of Experience in Network Operations (LAN/WAN) or Network Engineering and hands-on experience with Network Operations Monitoring and response Centers Preferred Qualifications/Skills & Expertise Ability to develop and deliver detailed issue summary and concise messages to supervisor / Management (LL6/LL5) Possess a high tolerance for ambiguity and ever-changing dynamic environment. Network Certifications such as CCNA (Cisco Certified

Network Associate) or CCNP (Cisco Certified Network Professional) Experience working in a TAC environment/Customer support. Advocate for DevOps mindset and culture, collaboration, flexibility, and cross domain knowledge Endless Desire to Learn Working experience in supporting network operations and monitoring center. Strong technical experience in Routing / Switching/ Wireless/Load Balancers/ Cisco ACI & SDWAN Strong troubleshooting skills in LAN, Wireless and WAN environments involving Cisco devices. Good Communication, Business Development & Negotiation skills Work with external Vendors like Cisco/F5 or WAN service providers to resolve any network issue. Implement complex network change requests. Experience with Rally tools and Agile delivery. Experience with Cisco DNA, SD-Access, ISE, Wireshark, Gigamon, Splunk and Thousand Eyes.

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