

Shift Lead NOC

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Company: Nextra by Airtel

Location: chennai

Category: other-general

· 24x7 NOC support for Submarine cable NOC and also the international data and transport network extended from the cable system.· Network Alarm monitoring, timely notification and raising Trouble Tickets· Ensure Service Assurance and Service Delivery as per SLAs, and provide L2 support· Coordinating with supplier for all faults and follow up till resolution· Need to open TTs for all Internal and supplier planned works and notify customers as per SLA times· Follow-up with Suppliers for timely start and completion of planned works· Wet plant performance monitoring and analysis· Wet plant fault troubleshooting and repair coordination and testing· Ensure timely notification and the resolution of TTs as per timelines.· Provisioning of the circuits as per the Work Orders in stipulated time· Preventive checks / routine maintenance of the Network· Effective co-ordination with Suppliers, Cable landing and Terminal Stations for resolution of issues· Design and Implementation of restoration plans· Escalations as per processes and ensure 100% process compliance to agreed SLA's for Service Assurance and Service delivery· To Maintain and work on enhancements of NOC support System (NSS), an OSS for transport and Data networks, services and customers.· Capacity Upgrades, Network tests and acceptance.· Good hands on experience with OSS tools and testing of OSS features and functions.Key Competencies/Skills· Sound knowledge in Optical transport technology, Submarine cable systems, DWDM, SDH and OTN · Hands on experience in Network Management systems used in Submarine cable systems (such as Infinera (XTM, G30), Xtera WDM, Coriant 70xx, Ciena 6500, EKINOPS, Nokia PSS 16-II and PSS-24 equipment and NMS platforms such as NFM-T(Nokia), TNMS/DNA(Infinera), MCP(Ciena), TEMS(Subcom) etc....· OSS fundamentals,

features, operations and maintenance.· Maintaining Agreed SLAs in service assurance and service delivery.· Communication with geographically and culturally diverse stakeholders.· Quick analytical and problem solving skills, and willingness to learn.

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