

Shift Lead NOC

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Company: Nextra by Airtel

Location: tamil nadu

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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