

Job Role: Network engineer

Job Location : Bangalore and Pune.

Job Description:

Japanese Speaking Network Operations

- 24/7/365 support including public holidays and to be physically present and operate.
- Additionally, one supervisory role with Japanese speaking and technical skillsets to oversee the operations during day time and act as a standby for any clarifications/ escalations during and after office hours. Also involved in transition to operation activities.
- Pro-actively manage and monitor the customer network and security infrastructure to meet the defined service levels.
- Ensure appropriate troubleshooting/ escalation is done for the alerts received for the monitored devices.
- To ensure that all open tickets are handled according to the defined priority level and/or SLA.
- To do troubleshooting, systematic analysis and diagnosis on any network, security faults and problems.
- To articulate well with customers technical and management staff on network and security issues (e.g. fault reporting, escalation, etc.).
- Conduct root cause analysis on network and security faults.
- To implement the network related changes raised by the team/ customer, and follow the defined change management process including necessary approvals.
- Monitor voice gateway for interface status & high availability.
- Execute IPC change requests such as add, remove & modify subscriber, voice mail, call pickup group, hunting group & open scape web client password reset, etc.
- Perform Level 1 monitoring and management of Video infrastructure and triage to Level 2 internal Daimler operations team for incidents needing Level 2 support.
- Perform Level 1 management of IT service provisioning system for asset management and triage to Level 2 internal Daimler operations team for incidents needing Level 2 support
- To do and monitor the timely deployments of any upgrades, patches, warranty, hardware recycle, etc.
- To ensure that the necessary logs are captured and documented clearly in the log diary.
- Perform the necessary tasks based on the work instructions/ guidance provided by the N level team.
- Provide the necessary reports of the ticket status to the relevant team and follow up for closure.
- Support in performing the transition and quality check to ensure that the relevant tasks are completed as committed and highlight to the relevant team for any support/ escalation.
- Co-ordinate for hands and feet support with designated contacts at the APAC locations where service provider personnel's are not present.

- Co-ordinate with 3rd party suppliers/OEM/telco's for break-fix support at onsite locations.

Qualities and required Expertise

- Technical knowledge on network security products (e.g. Firewall, IPS, Encryption Devices, etc.).
- In depth hands on experience in managing Checkpoint Firewall-1.
- Knowledge in TCP/IP, LAN, WAN Networks.
- Network appliances and network protocol knowledge (DNS, DHCP, NTP) will be an added advantage.
- Must be CCNA certified and should have basic knowledge of Operating systems.
- Knowledge of operational support of VoIP communications systems, VoIP phones, IP trunking and VoIP gateways.
- Experience with using network diagnostic and monitoring tools for the monitoring, maintenance, and troubleshooting of issues for VoIP systems and Contact Center applications.
- Knowledge of operational support of Cisco Telepresence, Polycom Realpresence and Cisco Jabber Video systems.
- Solid written and verbal communication skills in Japanese and English.
- Minimum JLPT Certification (N3/ N2) and has the clear linguistic capability as the support is for Japanese clients.

ACADEMICQUALIFICATIONS:

- Any Bachelor /graduate.

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