

2. Executive – IP Service, Service Provisioning

Job Summary:

- The Service Provisioning Center team is focused on implementing, verifying, and providing a smooth operation of customer line side circuits as it relates to Layer 2 and Layer 3 service delivery platforms.
- Coordinate ordering and delivery of services between different vendors and network team.
- Manage and maintain an inventory of the active service accounts .
- Address complaints and questions from implementation and operations groups.
- Assist with vendor relations and communications.

Job Responsibilities:

- To work on routine provisioning tasks assigned by the Provisioning manager, Project Manager/Engineer.
- Responsible for any administrative tasks related to provisioning, migrating legacy network and services to new network by following approved method of procedures.
- Responsible in configure IP network (eg IP routers, Optical Transmission equipment, IP Access equipment) based on service order requested by customers
- Responsible in assigned IP Provisioning/configuration tasks and ensure that all services are delivered in-line with targets with high quality.
- Responsible to update and maintain provisioning records on the database, as well as helping with IP and Ethernet service testing and implementation.
- To work with design teams and Implementation teams to understand scope of works and co-ordinate installation, configuration and testing of new equipment and services.
- Liaising with vendors where necessary to resolve vendor related issues and monitor progress through to resolution.
- Supporting the implementation of new equipment, and the ongoing maintenance, and configuration of existing systems.
- Supporting project deliveries from engineering, review design documentation, implement solutions, and subsequently deploy configuration.
- Developing, documenting, and refining best practice and standard operating procedures/processes to improve the management of IP infrastructure.
- Building good working relationships with staff to consistently achieve the best results.
- Reviewing and approving network change requests.
- Performs other related duties as assigned.

Job Requirements:

- Bachelor's Degree, Post Graduate Diploma, Professional Degree, Computer Science / Information Technology or equivalent.
- At least 3 years of experiences related to the design, installation, and maintenance of local and wide area network.
- Strong analytical and problem-solving skills.
- Strong interpersonal skills to work with internal team members.



- A good understanding of the design methodologies and protocols used by service providers to build converged IP networks.
- Understanding and experience with Scripting.
- Ethernet / IP / Optical knowledge and experience.
- Knowledge and experience of Nokia, Huawei, Calix, Infinera or Juniper routers.
- Having Cisco CCNA or JNCIA certification is value added.
- Proactive, self-motivated with attention to detail and independent.
- Excellent organization, communication, and interpersonal skills.

