

Hosted Nortel IP Telephony Platform/Capacity Manager

Contract

Multiple positions available

Key purpose:

1. To lead on all maintenance technical, or capacity related, activities, on the Nortel Hosted IP Telephony platform, that is based on the Nortel Call Server 2000 (CS2k) product. The networked based platform links to call centre solutions providing specialised & highly complex technical solutions to the customers.
2. This role is highly technical but you also have strong project management skills.
3. To maintain world class performance or capacity on the platform through the use of quality BAU processes & management.

Key responsibilities:

1. Performance or Capacity of the platform making sure that software & hardware enhancement to the platform are carried out in a timely & quality manner whilst maintaining the stability of the platform & also dealing with in-service issue where appropriate. It will be expected that the candidate will be familiar with ITIL best practices.
2. Monitor & maintain the capacity of the platform & liaising with the capacity managers.
3. Financial budgets, platform development costs, estimating & operating costs, etc.
4. Primary contact for network changes & will work closely with operations & the business unit.
5. All security aspects of the platform.
6. To reduce the cost of ownership of the platforms & manage the in-life operation of the platforms.
7. Maintain delineation between change programme deliverables & business as usual platform deliverables.
8. Develop & maintain an accurate platform roadmap & plan, resource plan, risk register & prioritised work stack.
9. Organise & conduct rigorous reviews of all platform related projects & work packages to ensure that satisfactory progress is being made against objectives & targets, escalating as required.
10. Ensure that in-life issues are tracked & fed into the work programme as product developments/enhancements or process improvements.
11. Maintain relationships with senior customers.
12. Provide strong leadership & management of direct & matrixed team members for this sector in the preparation & delivery of business plans & associated authority requests to senior governance bodies.
13. Must have a good knowledge of Nortel switch products especially the CS2K.

Essential Qualifications:

1. Ideally you will have a successful track record of platform management & leadership in some or all of the domains below:
 - VOIP & it s protocols.
 - Carrier scale operations
 - OSS for carrier-scale platforms
 - IP, ATM, Ethernet, WDM & SDH
 - signalling eg C7
 - Voice networks
 - Security fundamentals.
 - IP/MPLS networking for multi-services traffic
 - A telco s Voice & Multimedia services portfolio
 - Project management

- ITIL

1. At least 2 years experience of working on Nortel large switch products ie DMS 100 or CS2k.
2. Call Server technology, ideally Nortel.
3. An in-depth understanding of large IP platforms & technology.
4. Strong communication skills incl. to a senior level.
5. Travel UK & abroad may be required.
6. Experience of vendor management.
7. Strong customer focus & problem solving.
8. Competent in the use of other MS Office applications such as MS Word, MS Project , MS Powerpoint & an understanding of MS Access.

Location	Flexible In United Kingdom
Country	UK
Start Date	Immediate
Duration	3 months, renewable indefinitely
Contact	Adrian Silvertown
Reference	JSJ005