

Key purpose:

- To lead on all service related activities, on the Nortel Hosted IP Telephony platform, which 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 for large government & corporate customers.
- Responsible for the successful delivery of platform & service solutions for a number of key government & corporate customers. This will range from translating product requirements from internal sources into developments on the Nortel platform & associated OSS service systems right through to managing the migration strategy & plan.
- This role is highly technical but you would be expected to also have strong project management skills.

Key responsibilities:

1. Full leadership of the E2E delivery of specific new products, & of bespoke instances.
2. Lead on Rapid Impact Assessment & feasibility studies, coordinating experts from Network Technical, OSS & Process teams to ensure coherence & delivery of agreed design work within agreed timescales
3. Responsibility for financial budgets, product development, estimating & operating costs, etc.
4. Strong leader, managing matrixed team members preparing & delivering business plans & requests to senior governance bodies.
5. Ensure that product developments are raised with the Nortel futures team & incorporated, & also into OSS.
6. Assist Design Authorities, designers, & operations test teams.
7. Liaise with other business units & Nortel to ensure that high level product requirements are project managed to completion.
8. E2E leadership of delivery of bespoke customer solutions to customers on the Network Hosted IP Telephony platform.

Essential Qualifications:

1. Ideally you will have a successful track record of E2E service delivery & management & leadership in some or all of the domains below:
 - VOIP
 - Carrier-scale service operations
 - Service OSS for carrier-scale platforms: provisioning, billing, repair.
 - IP, ATM, Ethernet, WDM & SDH.
 - Call Server technology, ideally Nortel.
 - signalling knowledge eg C7.
 - Voice network.
 - Security fundamentals.
 - IP/MPLS networking for multi-services traffic.
 - A telcos Voice & Multimedia services portfolio
 - Project management.
 - Process Design.
 - Numbering.
 - Billing.
1. At least 2 years experience of working on Nortel large switch products ie DMS 100 or Call Server 2000.
2. An in-depth understanding of large IP platforms & technology.
3. Strong communication skills, influence at senior level internally & externally.
4. Min. 2 years experience in planning, managing & delivering large (multi £M) developments, of

large complex network or customer based solutions, into demanding customer service environments.

5. Travel UK & abroad may be required.
6. Experience of vendor management.
7. Strong customer focus & problem solving.

Location	Flexible in United Kingdom
Country	UK
Start Date	Immediate
Duration	3 months, renewable indefinitely
Contact	Adrian Silvertown
Reference	JSJ004