

LIST OF 48 JOB ROLES – TSSC

<u>Sr No</u>	<u>Job Role</u>	<u>Segment</u>	<u>NS QF Level</u>	<u>Education/Qualification</u>
1	<p>Customer Care Executive (Call Centre) Individuals at this job provide customer service support to an organization by interacting with their customers over the phone. They also handle, follow and resolve customer's queries, requests and complaints in a timely manner.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Attend/Make customer calls 2. Resolving customer query, request, complaint 3. Develop customer relationship 4. Report and review 5. Proactive selling 	Service Provider	4	- 10+2 or equivalent - Graduate in any stream
2.	<p>Customer Care Executive (Relationship Centre) Individuals at this job provide customer service by handling, following and resolving walk-in customer's queries, requests and complaints and proactively recommend/sell organization's products and services.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Shop/Showroom/Outlet and self-management 2. Sell, up-sell and cross-sell 3. Service desk and customer management 4. Monitor and analyze self-performance 5. Data expertise 	Service Provider	4	- 10+2 or equivalent - Graduate in any stream
3.	<p>Field Sales Executive (FSE) Individual at this job visits retail outlets to deliver prepaid telecom products/services to retailers, as per daily Route/Beat Plan. Individual is also responsible to achieve monthly revenue target, increase width and depth of distribution, adhere to process compliance for new customer enrollment and increase customer base.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Pre-sales preparation 2. Increase customer base and revenue 3. Increase distribution width 4. Process compliance 5. Data expertise 	Service Provider	4	- 10+2 or equivalent - Graduate in any stream

4	<p>Territory Sales Manager (Prepaid) Individual at this job is responsible for distribution expansion and coordination with urban distributors i.e. multi brand distributors, to achieve sales targets in assigned territory; achieving revenue target; people development; channel management; retailer education; range selling; increasing customer base and process compliance. (Rural Distributor) - Individual at this job is responsible for similar activities but with rural i.e. company specific distributors.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Manage distributor 2. Increase revenue and market share 3. Distribution expansion 4. Process adherence 	Service Provider	7	- Graduate in any stream
5	<p>Sales Executive (Broadband) This role is outsourced to a channel partner such as a Consultancy/DSA. Individual at this job identifies the prospect (potential buyer) and sells broadband/landline services to them.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Daily sales planning and preparation 2. New customer enrollment by door knocking 3. Activities for lead generation 4. Process Compliance for broadband subscriptions 	Service Provider	4	- Graduate in any stream
6.	<p>Broadband Technician Broadband Technician is responsible for installation, configuration and testing of CPE (modem, routers and switches) for broadband access. He also establishes connectivity between CPE and end-user device (CPU, Laptop, tablets, Smart/IP TV etc.) at customer premises and carries out basic trouble-shooting for identifying, localizing & rectifying cable, connectivity and equipment fault in coordination with NOC.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Cable/system wiring and equipment installation at customer premises 2. Configuration of equipment and establishing Broadband connectivity 3. Trouble-shoot to localize and rectify faults 4. UPS installation & Domestic Power Supply checks 	Passive Infrastructure	4	- 10+2 or equivalent

7.	<p>Territory Sales Manager (Broadband) Individual at this job manages and supervises DSAs activities and achievement of sales targets, in the assigned territory; enhances average revenue per user (ARPU) and customer base; channel development and process compliance.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Managing DSA and retail channel 2. Managing modern trade 3. Increase revenue and customer base 4. Compliance to processes 	Service Provider	7	- Graduate in any stream
8	<p>Distributor Sales Representative Individual in this role needs to generate sales for mobile handset & related accessories, steer sales as per organization's target matrix, increase width & depth of distribution and work in a specified area as per the Beat Plan & Route Plan. Individual is also responsible for handling/escalating retailer's complaints & queries as per the organizational policies and must be able to handle cash related transactions.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Pre-Planning 2. Manage retailer relationship to achieve sales targets 3. Educate retailer's counter sales person 4. Process compliance 	Handset	4	- 10+2 or equivalent - Graduate in any stream
9	<p>In-Store Promoter Individual at this job demonstrates and highlights the product FAB (Features, Advantages & Benefits) to walk-in customers; offers them the opportunity to touch and feel the product(s) on display; respond to queries on product and services.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Managing the counter 2. Sale and promotion of handsets 3. Daily reporting 	Handset	4	- 10+2 or equivalent - Graduate in any stream
10	<p>Customer Care Executive (Repair Centre) Individuals at this job provide customer service support by interacting with walk-in customers. They also handle, follow-up and resolve customer's queries, requests and complaints, in a timely manner.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Managing queries / complaints of walk-in customers 2. Identify issues and troubleshoot 3. Co-ordination for replacement/repair 	Handset	4	- 10+2 or equivalent - Graduate in any stream

11	<p>Handset Repair Engineer (Level II) Individual in this role is responsible for performing handset repair including hardware and software components and testing the handset for adequacy post repair.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Perform handset repair- hardware 2. Perform handset repair- software 3. Perform tablet repair- hardware & software 	Handset	4	- 10+2 /ITI
12	<p>Telecom Terminal Equipment Application Developer (Android) Telecom Terminal Equipment Application Developer is responsible for creating customized Applications for Android platform that can be used by Smartphone or Tablets running on Android Operating System. Developer creates User Interfaces, writes business logics for events, activities and business logic defined by the app. The Developer also performs unit tests for the codes written and also ensures that adequate security measures are taken to protect valuable data used in the app by unauthorized external agents.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Setting up Android Application Development environment & creating User Interface 2. Creating Android VAS Application 3. Creating Applications for Android Tablets 4. Testing and Publishing Android Applications 	Handset	4	- 10+2 or equivalent - Graduate in any stream
13	<p>Telecom Terminal Equipment Application Developer (Native) Native Mobile Application Developer is responsible for creating customized Applications for any Mobile platform that can be used by Smartphone or Tablets running on iOS, Android, Blackberry and Windows 8x Operating Systems. Application Developer creates User Interfaces, writes business logics for events, activities and value added services for apps. The Application Developer also performs unit tests for the codes written and also ensures that adequate security measures are taken to protect valuable data used in the app by unauthorized external agents.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Programming in HTML5 with JavaScript and CSS3 2. Developing Native Apps Using HTML5 and JavaScript 3. Testing and Publishing Phone Applications 	Handset	4	- 10+2 or equivalent - Graduate in any stream

14	<p>Tower Technician Tower Technician is responsible for the overall up-time of the site. He is to undertake on-site preventing and corrective maintenance and should be able to react to the alarms/alerts and take appropriate actions to mitigate the issue, and if required, escalate the issues to his superiors. He is to account for onsite equipment's, spares and diesel storage/filling and maintain appropriate records. He is responsible for overall hygiene of the site.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Site hygiene 2. Preventive Maintenance 3. Site Management 4. Task reporting 5. Corrective Maintenance 	Passive Infrastructure	4	10+2/ITI
15	<p>Cluster-in Charge Individual at this job needs to ensure increase in site up-time and reduce energy cost; monitor preventive maintenance, corrective maintenance and on-site repair, through regular site visits and audits; maintain hygiene of the tower site; train site technicians; develop healthy relationship with landlords & vendors and handle all types of issues/fault on site.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Maintain site hygiene 2. Maintain site up-time 3. OPEX management 4. Identify and resolve issues 	Passive Infrastructure	5	- ITI/ Diploma in Electricals/ Mechanical - Graduate in Science
16	<p>Cluster Manager Individual at this job is responsible for providing uninterrupted infra services to operators in cluster; ensure optimum utilization of resources; efficiency in reducing energy and other operational costs; delight customer by ensuring high up- time per mobile tower is maintained; adherence to compliance/performance parameters; technical training of team and a holistic technical approach towards the entire infrastructure present at cell sites/mobile towers.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Reduce repair, maintenance and service cost per cell site 2. Maintain cell site up-time & alarm automation 3. Quality assurance and cell site audit compliance 4. Governance meeting with vendors 5. Employee Health & Safety 6. Team development 	Passive Infrastructure	6	-ITI/Diploma or equivalent - Graduate in Science

17	<p>Field Maintenance Engineer FM engineer is responsible for coordinating with the NOC and transmission team to ensure fault free network through periodic maintenance activities and assisting in fault management in case of fault occurrence at radio locations. He is also responsible for accepting new sites from Projects team and ensuring completion of upgrade/ change activities as required.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Undertake site acceptance testing 2. Perform preventive maintenance at radiolocations 3. Perform change management at radiolocations 4. Perform corrective maintenance/ fault management at radio locations 	Network Management	5	-ITI/Diploma -B.Tech (Electronics, CS, IT and related field)
18	<p>Infrastructure Engineer Infrastructure engineer is responsible for ensuring site uptime through preventive and corrective maintenance of passive infrastructure at sites. He also coordinates infrastructure upgradation activities and ensures timely payments of rent, diesel and electricity charges after validating the vendor bills.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Perform preventive maintenance of Passive Infrastructure equipments at radio locations 2. Perform corrective maintenance/ fault management of Passive Infrastructure at radiolocations 3. Undertake upgradation of Passive Infrastructure at radio locations 4. Undertake other operational activities at radio sites 	Network Management	5	-ITI/Diploma -B.Tech (Mechanical, Electrical, Civil and related field)
19	<p>BSS Support Engineer BSS/ BTS Support engineer is responsible for ensuring network uptime through preventive maintenance of BSC sites and effective fault management in case of fault occurrence. He also assists field engineers in performing their assigned activities at BTS locations.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Perform preventive maintenance at BSC locations 2. Perform corrective maintenance/ fault management at BSC locations 3. Undertake Change management at BSC locations 4. Analyze BSS performance reports, suggest maintenance activities and assist on- field team during critical faults/ upgrades 	Network Management	6	-Diploma/ B.Tech(Electronics, Computer Science, IT and related field) -M.Tech
20	<p>Transmission Engineer Transmission Engineer is responsible for maintaining uptime and quality of the network (both media & equipment) segment assigned to him by undertaking</p>	Network Management	6	-Diploma -B.Tech (Electronics, Computer

	<p>periodic preventive maintenance activities. He is to also ensure effective fault management in case of fault occurrence and periodically carry out upgrade, capacity augmentation activities as per transmission plan with no/ minimal disruption of services.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Coordinate preventive maintenance of Transmission nodes 2. Coordinate fault management of Transmission nodes 3. Undertake upgrade, capacity augmentation and addition/ deletion of new nodes in Transmission network 			<p>Science, IT and related field)</p> <p>-Worked as LOS surveyor for minimum 2-3 years.</p>
21	<p>Core Engineer</p> <p>Core engineer is responsible for error free performance of radio and data core nodes through preventive maintenance and effective fault management in case of fault occurrence. He is also responsible for performing upgrade, configuration change activities and for carrying out Point of interconnect testing for customers.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Perform preventive maintenance at Core nodes 2. Perform corrective maintenance/ fault management at Core nodes 3. Undertake upgrade, capacity augmentation and configuration change activities at Core nodes 4. Undertake Point of Interconnect testing 	Network Management	6	<p>-Diploma/ B.Tech(Electronics, Computer Science, IT and related field)</p> <p>-M.Tech</p>
22	<p>Fault Management Engineer</p> <p>Fault management engineer is responsible for monitoring network from NOC location and maintaining network uptime by ensuring that faults are effectively resolved within shortest period of time. He is also responsible for directing and coordinating with the field team to carry out corrective/ change activities on site in case field support is required.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Undertake fault rectification 2. Undertake configuration changes, upgrades and node back-up activities 	Network Management	5	<p>-ITI or Diploma (Electronics, Computer Science, IT and related field)</p> <p>- B. Tech (Electronics, Computer Science, IT and related field)</p>
23	<p>Product Specialist Engineer</p> <p>Product Specialist engineer is responsible for supporting field teams in prompt restoration of services in case of critical and emergency faults. He also supports roll-out of critical upgrades and new technologies and provides trainings/ reading material</p>	Network Management	5	<p>- B. Tech (Electronics, Computer Science, IT and related field)</p> <p>-M. tech</p>

	<p>to ensure competence building in technical staff and customers.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Rectify critical faults 2. Assist in upgrades and new technology roll-out 3. Train field team and customers 			
24	<p>Network Management Engineer</p> <p>A Network Management Engineer (NME) is responsible for provisioning end to end circuit, monitoring and reporting the health of network element from a centralized server.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Provisioning of SDH equipment 2. Provisioning of DWDM equipment 3. Provisioning of L2 equipment 4. Monitoring and Reporting the status of SDH,DWDM, L2 equipment 	Network Management	5	-Diploma -BE/B.Tech (CSE/ECE/EEE)
25	<p>Optical Fiber Technician</p> <p>Optical fibre technician is responsible for maintaining uptime and quality of the network segment (both optical media & equipment) assigned to him by undertaking periodic preventive maintenance activities and ensuring effective fault management in case of fault occurrence. He is also required to coordinate activities for installation and commissioning of Optical Fibre Cable (OFC) as per the route plan.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Co-ordinate Installation & Commissioning of Optical fiber cables (OFC) 2. Undertake Condition based Maintenance & Planned repair activities 3. Perform corrective maintenance/ restoration of optical fault 	Network Management	4	-Class VIII -ITI/Diploma/B.Tech (any field)
26	<p>Optical Fiber Splicer</p> <p>Optical fibre splicer is responsible for ensuring efficient splicing of the optical fibre cables and supports in optical fibre installation and in carrying out fibre testing using Optical Time Domain Reflectometer (OTDR) and power meter.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Undertake splicing of optical fiber 2. Installation & Commissioning of Optical fiber cables (OFC) 	Network Management	3	-Class VIII -ITI/Diploma/B.Tech (any field)

27	<p>Installation Engineer L2 & L3 An Installation engineer is responsible for installing SDH DWDM equipment in the site and carrying out site acceptance testing. As an optional responsibility the engineer may need to undertake commissioning of the site based on network topology.</p> <p>Key Activities 1. Installation of SDH, DWDM/L2, L3 equipment 2. Undertake Acceptance Testing of L2 & L3 equipment 3. Commissioning of L2 & L3 equipment</p>	Network Management	5	-BE/B.Tech (CSE/ECE/EE E) -0-4 Years hand on experience in installation of SDH, DWDM, L2, L3 equipment.
28	<p>Installation Engineer – SDH & DWDM An Installation engineer is responsible for installing SDH DWDM equipment in the site and carrying out site acceptance testing. As an optional responsibility the engineer may need to undertake commissioning of the site based on network topology.</p> <p>Key Activities 1. Installation of SDH, DWDM/ L2, L3 equipment 2. Acceptance Testing of SDH, DWDM equipment 3. Commissioning of SDH, DWDM equipment</p>	Network Management	5	-BE/B.Tech (CSE/ECE/EE E) -0-4 Years hand on experience in installation of SDH, DWDM, L2, L3 equipment.
29	<p>e-Waste collector :-Individuals at this job are responsible to collect e-waste from retailers, repair shops and other unorganized stakeholders. Also responsible for promoting the importance of e-waste management and ill effects of improper handling of the e-waste and then collecting required information. The responsibility also encompasses the transportation of the collected e-waste to the central warehouse by packaging the e-waste, labeling and maintaining the log record.</p> <p>Key Activities 1. Promotion of e-waste disposal 2. Collection, transportation & storage of e-waste</p>	Handset	3	-Preferably 5 th Standard Pass
30	<p>R F Site Surveyor: - Individual in this role is responsible for identification of site location, estimation of tower height and determination of antenna height and direction as per clutter.</p> <p>Key Activities 1. Identify site location. 2. Determine tower height. 3. Determine height and direction of antenna as per clutter type.</p>	Passive Infrastructure	4	-Preferably 10+2 -B.Tech in ECE
31	<p>ICT Engineer : - ICT Engineer is responsible for installing and ensuring uptime of the assigned ICT node/network segment, by undertaking preventive maintenance fault management activities, upgrades, capacity augmentation,</p>	Network Management	6	-Graduate in Science/ Engineering/

	<p>configuration changes and Point of Interconnect testing with minimal disruption of services.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Perform preventive maintenance at ICT nodes. 2. Perform Corrective maintenance/Fault Management at ICT nodes. 3. Undertake upgrade, capacity augmentation and configuration change activities. 4. Undertaking of POI. 			Technology/ Electronics, Computer Science and IT
32	<p>ICT Technician : - : Individual in this role is responsible to maintain the ICT Nodes/installations live on 24x7 basis, observe and repair Level-1 faults/issues in installed ICT equipment at site, carry out specified preventive and corrective maintenance procedures and report relevant network incidents to the supervisor in time for information as well as response. ICT or Information & Communication Technology refers to NodeB/eNodeB, IP and TDM transmission equipment, IP and Packet Core switch, Cloud and Data Centre equipments</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Perform preventive maintenance at ICT nodes. 2. Perform Corrective maintenance/Fault Management at ICT nodes. 3. Undertake upgrade, capacity augmentation and configuration change activities. 4. Undertaking of POI Performance Criteria As described in the relevant OS units 	Network Management	4	-10+2 or ITI diploma In Electronics, Computer Science, IT or related fields. -Graduate in Science/Engineering/Technology- Electronics, Computer Science,IT or related fields
33	<p>Grass Root Telecom Provider (GRTP) : - : Individual in this role is responsible to keep ONT site operational on 24x7 basis; maintain and repair basic faults/issues at ONT site; promote use of devices among local population and provide services.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Site security and hygiene. 2. Preventive maintenance. 3. Promote use of devices and provide services. 	Network Management	4	-Preferably 10+2
34	<p>Telecom Board Bring-Up Engineer :- This role is about dealing with industry standard practices, flows and tools involved in assembly, test, debug, and enablement of Hardware boards and make them ready for system integration and commissioning.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Telecom PCB Assembly and Testing 2. Hardware- Software Bring-Up Engineer 3. PCB Repair and Maintenance Engineer 	Handset	3	-10th Pass -B.Tech (Electronics, Electrical, Instrumentation, Computer ,Telecom
35	<p>Telecom Embedded Hardware Developer: - This job requires the individual to be analytical and be able to handle high-pressure situations to successfully perform the assigned responsibilities. He should have basic knowledge of electronics, embedded programming,</p>	Handset	4	-Diploma (Electrical, Electronics, Computer Science)

	<p>written and oral communication skills and should be able to apply practical judgment to successfully perform the assigned responsibilities.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Embedded Hardware Developer 2. Embedded Firmware Developer 			-Graduate (Electrical, Electronics, Computer Science)
36	<p>Telecom Network Security Technician: - The Network Security Technician is responsible for the implementation, maintenance, and integration of WAN, LAN and server architecture. This individual is also responsible for implementation and administration of network security hardware and software, enforcing the network security policy and complying with requirements of external security audits and recommendations.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Network Administration 2. Network & Data Security 	Network Management	4	-ITI (IT related streams) -B.Tech (Electronics, Computer Science and IT)
37	<p>Drive Test Engineer: - Drive Test engineer is responsible for checking the network performance of the cell site by measuring the parameters using fixed/ portable test/ measuring equipment. He is also expected to record and analyse the measured data, which can be further used for improving the cell site performance.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Tower site verification and preparation for drive test 2. Tower site performance measurement and parameter recording 3. Tower site data analysis and reporting 4. Tower site optimization and troubleshooting 5. Health & Safety 	Network Management	5	-ITI/Diploma
38	<p>Outside plant fiber installation, testing and commissioning supervisor: - OSP Installation, testing and commissioning supervisor is responsible for on-site optical fiber installation activities and is expected to adhere to the best practices for optical splicing, testing and safety compliances/measures on the field</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Handling Fiber constructs, performance and selection criteria 2. Fiber connectorisation, splicing and first level checks 3. Outside plant cable installation procedures and practices 4. Preparing cables for termination and splicing 5. Outside plant fiber testing and troubleshooting 6. Work safety practices with fiber optics 	Network Management	5	- 10+2 or OFT (Optical Fiber Technician) QP certified with one-year experience.

39	<p>Telecom Surface Mount Technology Technician: - Telecom SMT Technician handles all stages of SMT production line processes, including QA and re-work to address defects.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Screen printing of telecom boards 2. Component placement on telecom boards 3. Re-flow soldering on telecom boards 4. Cleaning and inspection of telecom boards 5. Health and safety 	Handset	4	-ITI
40	<p>Line Assembler - Telecom Products: - Line assembler is responsible for assembly of handsets and telecom equipment at various stages of the production/ assembly line operations adhering to the stages/ process which are pre-defined.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Preparing workspace for assembly operations 2. Assembly operations in production line 3. ESD safe procedures and practices 4. Health & Safety 	Handset	4	-ITI/Diploma or Qualified on Handset Repair Engg QP with 1 year experience
41	<p>Hand Soldering Technician Telecom Board: - Hand soldering technician handles soldering of components, rework, cleaning and inspection of telecom boards.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. High density hand soldering of components on telecom boards 2. Rework on defects and undertake selective soldering 3. Cleaning and inspection of telecom boards 4. Health and Safety 	Handset	4	-10+2
42	<p>Wireless Technician: - Wireless Technician is responsible for installation, configuration and testing of WiFi Backhaul Eqpt (5 GHz) and WiFi Access Points (2.4 GHz) for broadband access. He also establishes connectivity in the backhaul network.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. WiFi Backhaul Equipment (5 GHz) & WiFi Access Points (2.4 GHz) wiring & Installation at different sites 2. Configuration of Equipment and establishing connectivity 3. Troubleshoot to localize and rectify faults. 4. UPS Installation & domestic Power supply checks. 5. Health and Safety 	Passive Infrastructure	4	-10+2 class
43	<p>Telecom Tower/ Bay installation Supervisor: - Telecom tower/ bay installation supervisor is dealing with industry standard techniques for interpretation of civil, mechanical and electrical drawings to supervise</p>	Passive Infrastructure	4	-ITI -B.Tech (Mechanical, Electrical, Civil)

	<p>assembly and installation of telecom equipment bays and towers .</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Tower/Bay installation-Mechanical 2. Tower/Bay installation- Electrical 3. Tower/Bay Installation- Electromechanical 4. Maintain a healthy, safe and secure working Environment. 			
44	<p>Telecom Technician - IoT Devices/Systems (Installation & M2M Communication Setup): - IoT installation and service technician is responsible for onsite installation of IoT devices, their configuration and establishing device communication as per the required protocol.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Installation of IoT devices at customer premise/equipment 2. Configuring IoT devices and establishing communication links 3. Undertake Level 1 Troubleshooting of IoT devices 4. Health and Safety 	Network Management	4	-10 + 2 preferably
45	<p>Network Engineer: - Network Engineer is responsible for establishing network infrastructure. Carry out preventive maintenance of the network by ensuring connectivity is always maintained & is error and loop free. Person should be able to perform corrective maintenance & troubleshooting during network failure.</p> <p>Key Activities</p> <ol style="list-style-type: none"> 1. Establishment of Network Infrastructure 2. Perform Preventive Maintenance 3. Perform Corrective Maintenance & Troubleshooting 4. Maintain a Healthy, Safe and Secure Working Environment 	Network Management	4	-Diploma/ITI
46	<p>Field Technician – Computing & Peripherals: - The individual at work is responsible for attending to customer complaints, installing newly purchased products, troubleshooting system problems and, configuring peripherals such as printers, scanners and network devices.</p> <p>Key Activities: -</p> <ol style="list-style-type: none"> 1. Engage with customer for IT hardware service 2. Install, configure and setup the system 3. Troubleshoot and replace faulty module 4. Coordinate with colleagues and co-workers 	IT Hardware	4	- 12th Pass - ITI/Diploma /B.E. (Electronics, Communications, Computer Science, IT)
47	<p>Installation Technician – Computing & Peripherals: The individual at work is responsible for installing newly purchased products, troubleshooting system problems and, configuring peripherals such as printers, scanners and network devices.</p>	IT Hardware	3	- 10 th Pass - ITI/Diploma

	<p>Key Activities: -</p> <ol style="list-style-type: none"> 1. Engage with customer 2. Install, configure and setup the system 3. Coordinate with colleagues and co-workers 			
48	<p>DTH Set Top Box Installation & Service Technician:</p> <p>The individual at work installs the set-top box at customer's premises; addresses the field serviceable complaints and coordinates with the technical team for activation of new connections.</p> <p>Key Activities:</p> <ol style="list-style-type: none"> 1. Install and repair DTH set-top box 2. Comprehend customer's requirement 3. Interact with other employees 	Communication & Broadcasting	4	<ul style="list-style-type: none"> - 8th Pass - ITI/Diploma (Electronics, Electrical)