

Fault Management Engineer

Aliases: NOC L1 Support Engineer

Industry/Sector(s): Telecom

JOB DESCRIPTION ¹

The tasks a Fault Management Engineer is expected to perform include:

- Monitoring network from NOC location
- Maintaining network uptime by ensuring that faults are effectively resolved within the shortest period of time
- Directing and coordinating with the field team to carry out corrective/change activities on site in case field support is required
- Undertaking fault rectification
- Undertaking configuration changes, upgrades and node back-up activities

WORK ENVIRONMENT ¹

- It is not a desk job
- Work from home option is not available
- Part-time work and contractual work may not be available
- Local traveling maybe a part of this job role
- May need to handle a team of Junior Engineers or Field Team

Working hours

- Working hours are 9/10 hours everyday for 5/6 days a week. This may vary from company to company
- Overtime is common
- Shift system maybe applicable

Is the job suitable for a candidate with special needs?

Maybe

EDUCATIONAL QUALIFICATIONS AND TRAINING ¹

- Minimum – Preferably ITI Graduate or Diploma (Electronics, Computer Science, IT and related field)
- Theoretical and on-job field trainings on radio/core network elements
- Certified training for Fault Management Engineer (programme aligned to TEL/Q6500 released by Telecom Sector Skill Council)

KEY COMPETENCIES ¹

- Knowledge of network topology like ring structure, daisy chain structure and their characteristics
- Knowledge of service networks – GSM Network, WCDMA network and service applications, characteristics and capabilities
- Knowledge of service application implementation and integration processes with Access, Core, Transport and Service Networks
- Familiarity with the functionality of BSC and BTS site equipment like BSC node, indoor and outdoor BTS, feeder cables (IF, RF cables), microwaves (TDM and IP based), optical fiber, etc.
- Well-versed with the functionality of Passive infrastructure equipment like DG set, PIU panel, Transformer, SMPS, Air Conditioner, battery bank, etc.
- Knowledge of transmission media - optical and microwave
- Knowledge of IP based network - IP back-hauling and IP networking
- Knowledge of functionality of Network Monitoring System
- Familiarity with standard fault-finding (troubleshooting) techniques
- Knowledge of alarm types, resolution and remedy SLAs and escalation matrix
- Well-versed with implications for non-response to tickets within defined SLAs

DESIRABLE COMPETENCIES ¹

Not applicable

AVAILABLE SKILL TRAINING AND LEARNING INSTITUTES

- Engineering colleges across India including IITs, NITs
- Technical institutes across India
- ITIs across India
- Certificate courses offered by institutes like NIIT, APTECH, NIELIT

AVAILABLE SKILL TRAINING SCHEMES/SCHOLARSHIPS

- <http://nscsindia.org/AboutUs.aspx>
- <http://www.ejobshub.in/2013/12/iocl-scholarship-2014-2015-download.html>

SAMPLE OF TRAINING AND LEARNING COURSES

- http://library.dce.edu/downloads/syllabus/btech/7-Coe%20ECE_modified.pdf
- http://library.dce.edu/downloads/syllabus/btech/4-Coe%20B.Tech_modified.pdf

CAREER PROGRESSION PATH

Trainee Field Operation Engineer → **Fault Management Engineer (L1/L2/L3)** → Line Manager/Supervisor
→ Manager

Transfer option

•India: Yes

•Abroad: Yes

(*This field to open the relevant job title when clicked)

EXPECTED EARNINGS ²

•For freshers - ₹ 20,000 to ₹ 30,000 per month

•For candidates with 5 - 6 years' experience - ₹ 35,000 to ₹ 50,000 per month

(*This field to open the relevant job title when clicked)

REQUIRED WORK EXPERIENCE ¹

Worked as Field engineer for minimum 2-3 years

PROBABLE EMPLOYERS

- Mobile and fixed telecommunication services
- Telecom infrastructure providers
- Electrical/Electronic manufacturing companies
- Managed security service providers

PEOPLE'S CORNER

Coming Soon

KEYWORDS

OCCUPATIONAL CODES AND STANDARDS

Standard	Code	Description
NCO 2015	7422.0201	Fault Management Engineer
ISCO 2008	7422	Information and Communications Technology Installers and Servicers
NIC 2008	61102	Maintenance of telecom network
QP Reference	TEL/Q6500	Fault Management Engineer
NSQF	5	NA

REFERENCES

0	<p>http://www.techsciresearch.com/2997</p> <p>http://timesofindia.indiatimes.com/business/india-business/Telecom-sector-likely-to-create-40-lakh-jobs-in-5-years-Experts/articleshow/44108471.cms</p> <p>http://www.indeed.co.in/Noc-Engineer-jobs</p> <p>http://www.shine.com/job-search/simple/noc-engineer</p>
1	1 Qualifications Pack – Fault Management Engineer
2	<p>http://www.payscale.com/research/IN/Job=Network_Operations_Center_</p>
3	<p>https://www.dnb.co.in/IndianTelecomIndustry/issues.asp4</p>
4	<p>http://jobsearch.naukri.com/noc-engineer-jobs</p>
5	<p>http://www.ibef.org/industry/telecommunications.aspx</p>