

Product Specialist Engineer

Aliases: NOC L2 Support Engineer, CARE Engineer, TAC Engineer

Industry/Sector(s): Telecom

JOB DESCRIPTION ¹

The tasks a Product Specialist Engineer is expected to perform include:

- Supporting in restoring the services in case of critical and emergency faults
- Supporting upgrades and new technology roll-out activities
- Building competence and sharing knowledge with technical staff and customers

WORK ENVIRONMENT ^{1, 2, 4}

- It is not a desk job
- Need to handle a team of Technical Staff
- Local travelling may be part of this job role
- Part-time work and contractual jobs are available
- Work from home option is available

Working hours

- Organizations usually work for 5/6 days a week and 8/9 hours everyday. This may vary from organization to organization
- Shift system is available
- Overtime may be required

Is the job suitable for a candidate with special needs?

This may vary from organization to organization

EDUCATIONAL QUALIFICATIONS AND TRAINING ¹

- Preferably, Bachelor's in technology (electronics, computer science, IT and related field)
- Certified training for Product Specialist Engineer (programme aligned to TEL/Q6204 released by Telecom Sector Skill Council)

KEY COMPETENCIES ¹

- Knowledge about basics of SOLARIS, UNIX and LINUX operating systems and commands
- Knowledge of basics of database management software
- Understanding of network topology like ring structure, daisy chain structure and their traffic handling capabilities and characteristics
- Familiar with functionality and working intricacies of equipment
- Well versed with O&M software tools like Mini Link and NEC Pasolink
- Knowledge of IP-based network, IP back-hauling and IP networking
- Knowledge of Network Monitoring System
- Proficient with standard fault-finding (troubleshooting) techniques
- Knowledge of alarm types, resolution and remedy SLAs and escalation matrix
- Familiar with implications for non-response to tickets within defined SLAs

DESIRABLE COMPETENCIES ¹

- Training in installation, commissioning and of network elements apart from on-the-job training
- Good communication skills
- Problem-solving skills

AVAILABLE SKILL TRAINING AND LEARNING INSTITUTES

- Indian Institute of Technology (Madras)
<https://www.iitm.ac.in>
- Vellore Institute of Technology
<http://www.vit.ac.in/>
- Birla Institute of Technology (BIT)
<https://www.bitmesra.ac.in/>

AVAILABLE SKILL TRAINING SCHEMES/SCHOLARSHIPS

For scholarship and schemes, use further links like:

- <https://scholarships.gov.in/>

SAMPLE OF TRAINING AND LEARNING COURSES

<https://targetstudy.com/courses/engineering/>

CAREER PROGRESSION PATH ⁶

Project Manager



IT Manager → Movement to other occupation*



Senior Engineer



Product Specialist Engineer



Core or Field Engineer

* Other industry verticals like Network Administration/IT/Information Systems are turning into key verticals for the Telecom Services sub-sector.

(Click here to view the Career Map in Product Specialist Engineer or click on https://pursuite-production.s3.amazonaws.com/media/career_guides/ITS_Career_Guide.pdf for the Career Map)

The progression is indicative

EXPECTED EARNINGS ³

- For new entrants - Rs 25,000 to Rs 37,000 per month
- For candidates with experience - Rs 37,000 to Rs 51,000 per month

These figures are indicative and subject to change

REQUIRED WORK EXPERIENCE ¹

Generally, 2-3 years of experience required as Core or Field Engineer

PROBABLE EMPLOYERS ^{4, 5}

- Telecom service providers across India
- IT and ITeS companies across India
- Electronics and IT hardware companies across India

KEYWORDS

- NOC L2 Support Engineer
- CARE Engineer
- TAC Engineer
- Engineering Project Specialist
- Product Specialist

OCCUPATIONAL CODES AND STANDARDS

Standard	Code	Description
NCO 2015	3114.1101	Product Specialist Engineer
ISCO 2008	3114	Electronics and Telecommunications Engineering Technicians
NIC 2008	61102	Maintenance of telecom network
QP Reference	TEL/Q6204	Product Specialist Engineer
NSQF	Level 5	Not available

REFERENCES

1	www.nsdcindia.org/sites/default/files/files/Product-Specialist-Engineer.pdf
2	http://socialjustice.nic.in/policiesacts3.php
3	http://www.payscale.com/research/IN/Job=Product_Specialist%2c_(Unspecified_Type)/Salary
4	https://www.continuum.net/company/careers/noc-support-engineer-l2-tech-rtm-mumbai-india-continuum?utm_source=Indeed&utm_medium=organic&utm_campaign=Indeed
5	http://info.shine.com/industry/telecom/9.htmlhttps://www.naukri.com/job-listings-Product-Engineer-specialist-First-Source-Engineering-India-Pvt-Ltd-Chennai-3-to-5-years-100916002288?src=jobsearchDesk&sid=14739658703365&xp=3&qp=product%20specialist%20engineer&srcPage=s
6	https://pursuite-production.s3.amazonaws.com/media/career_guides/ITS_Career_Guide.pdf
7	http://www.ccdisabilities.nic.in/page.php?s=reg&t=def&p=list_jobsNew