

TSSC (TELECOM SECTOR SKILL COUNCIL), NEW DELHI

Job Roles to be Assessed by Assessors

<http://www.tsscindia.com/researchnanalysis03.html>

<http://www.nsdcindia.org/national-occupational-standards/telecom.aspx>

1. **Sale Executive (Broadband)** : Individual at this job identifies the prospect (potential buyer) and sells broadband / landline services / connections to them.
2. **Customer Care Executive (Relationship Centre)** : Individuals at this job provide customer service by handling and resolving walk-in customer's queries, requests and complaints and proactively recommend/sell products and services.
3. **Field Sales Executive (Mobility)**: Individual at this job visits retail outlets to deliver prepaid telecom products/services to retailers and achieve target revenue.
4. **Distributor Sales Rep (Handset)**: Individual in this role needs to generate sales for mobile handset & related accessories, steer sales as per organization's target matrix and increase width & depth of distribution.
5. **Handset Repair Engineer (Level 2)**: Individual in this role is responsible for performing handset repair including hardware and software components and testing.
6. **In-Store Promoter**: Individual at this job demonstrates and highlights the product FAB (Features, Advantages & Benefits) to walk-in customers. .
7. **Customer Care Executive (Repair Centre)**: Individuals at this job provide customer service support (queries, requests & complaints) to walk-in customers.
8. **Customer Care Executive (Call Centre)**: Individuals at this job provide customer service support to an organization by interacting over the phone. They also follow and resolve customer's queries, requests and complaints in a timely manner.
9. **Optical Fibre Splicer** : Optical fibre splicer is responsible for ensuring efficient splicing of the optical fibre cables and associated testing/checks.
10. **Optical Fibre Technician** : Optical fibre technician is responsible for maintaining uptime and quality of the network segment by undertaking periodic preventive maintenance and effective fault management.
11. **Tower Technician** : Tower Technician is responsible for the overall up-time of the tower site by undertaking preventing and corrective maintenance.
12. **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.
13. **Installation Engineer** : 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.
14. **Core Engineer** : 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.

15. 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.

16. Infrastructure Engineer : Infrastructure engineer is responsible for ensuring site uptime through preventive and corrective maintenance of passive infrastructure at sites. He also coordinates infrastructure up-gradation activities and ensures timely payments of rent, diesel and electricity charges after validating the vendor bills.

17. Transmission Engineer : Transmission Engineer is responsible for maintaining uptime and quality of the network (both media & equipment) segment assigned to him by undertaking 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.

18. Fault Management Engineer : Fault Management Engr 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.

19. Cluster In Charge: 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 and safety training of team and a holistic technical approach towards the entire infrastructure present at cell sites/mobile towers.

20. Broad Band 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.

21. Product Specialist Engineer:- 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 to ensure competence building in technical staff and customers.

22. Installation Engineer:- An Installation engineer is responsible for installing L2 and L3 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.

23. Network Management Engineer:- A Network Management Engineer (NOC Engr) is responsible for provisioning of end to end circuit and managing network elements from a Centralized server called Network Management System.

24. 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.

25. 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.

26. 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 and safety training of team and a holistic technical approach towards the entire infrastructure present at cell sites/mobile towers.

27. Tele Terminal Eqpt 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.

28. Tele Terminal Eqpt 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.