

Job Description

Job Title: Customer Project Coordinator – India	Reporting To: Customer Project Manager India
Department: Professional Services	Locations: India, Various Locations (Delhi, Chandigarh, Ahmedabad, Jaipur, Indore)
<p>Job Précis:</p> <p>The specific resource will be placed inside the customer premises in one of the following locations Delhi, Chandigarh, Ahmedabad, Jaipur, Indore and will act as the main local circle project coordinator managing the Small Cell roll-out plan for the specific circle.</p> <p>The key responsibilities of the role are to influence the customer’s decision-making on promoting the ip.access 3G/4G Small Cells to address customer complaints while coordinating and managing the subcontractor responsible for the deployment and acceptance of the Small Cells.</p> <p>The post holder will be the key interface between ip.access, the customer’s network quality team and ip.access subcontractors. The resource will be reporting to the ip.access main customer Project Manager based in India.</p>	
<p>Accountabilities:</p> <ul style="list-style-type: none"> • Responsible to ensure successful delivery of ip.access 3G/4G multi-RAT Small Cell project implementation, Small Cells roll outs and support services • Securing and managing a good working relationship between ip.access, local subcontractors and the customer • Provide expert customer advice on deploying Small Cells to address coverage/capacity issues and influence the customer while promoting the ip.access Small Cell products to resolve all coverage/capacity customer complaints • Manage the local subcontractor to deploy ip.access Small Cells as per the agreed plan, time and budget • Co-ordinate the successful resolution of all issues keeping all parties advised of progress • Responsible for building a strong customer focus and providing an effective communication channel with the end customers and ip.access (India and UK). • Coordinate with the India based overall customer Project Manager 	
<p>Role Requirements:</p> <ul style="list-style-type: none"> • Excellent knowledge of at WCDMA/LTE systems including their interfaces, management systems and performance management tools • Good working knowledge of IP networking • Demonstrable experience of managing complex projects, customer relationships and maximising business opportunities • Experience in radio network design, indoor Small Cell deployment/configuration and site performance optimization is considered a great asset • Must be a self-starter and capable of working on their own with limited supervision • Excellent written and verbal communications skills and must be fluent in English • Represent ip.access professional services in front of the customer • Possess a flexible approach to situations and new challenges • Willing to demonstrate decisiveness and appropriate judgment, escalating issues as appropriate • Must be willing and able to travel at short notice • Degree or higher qualification in a relevant engineering or science subject. • Registered office: ip.access Building 2020, Cambourne Business Park, Cambridge, CB23 6DW Registered number 3400157 • Excellent knowledge of project planning processes and tools • Proficient is the use of Microsoft office package 	
<p>Competencies:</p>	

Business Awareness:

Has a good understanding of telecommunications environment and mobile technology and is aware of new advances that are likely to affect the organisation.

Communication:

Possess strong communication skills and is comfortable in discussing ideas and solutions with others in order to successfully resolve issues. Identifies relevant information, who to communicate it to and the appropriate means by which to do so. Can communicate effectively with remote working teams. Able to convert information to the level required for the target audience

Teamwork:

Is comfortable working within a global environment and is able to effectively communicate across different time zones and with different nationalities. Has experience of working within a matrix environment and contributes positively and effectively to team goals. Encourages collaborative team spirit and maintains team harmony even when under pressure. Able to mentor and support team members in areas of own expertise.

Personal Accountability:

Is a self-starter, demonstrates a 'can-do' attitude and is able to adapt to new role requirements with ease.

Demonstrates self-drive, focus and a determination to succeed. Applies initiative when required and takes ownership for achievement of own activities.

Values the contributions of others and is able to accept and apply constructive criticism