

JOB ROLES

Service Provider

- Customer Care Executive (Call Centre)
- Customer Care Executive (Relationship Centre)
- Field Sales Executive (FSE)
- Sales Executive (Broadband)
- Territory Sales Manager (Prepaid)
- Territory Sales Manager (Broadband)
- Broadband Technician

Handset Segment

- Distributor Sales Representative
- In-Store Promoter
- Customer Care Executive (Repair Centre)
- Handset Repair Engineer (Level II)

Passive Infrastructure

- Tower Technician
- Cluster-in Charge
- Cluster Manager

Network Management

- Field Maintenance Engineer
- Infrastructure Engineer
- BSS Support Engineer
- Transmission Engineer
- Core Engineer
- Fault Management Engineer
- Product Specialist Engineer
- Network Management Engineer
- Optical Fiber Technician
- Optical Fiber Splicer
- Installation Engineer L2 & L3
- Installation Engineer – SDH & DWDM

12 of these job roles also qualify for the monetary award of Rs 10,000/- to each skilled individual, under the STAR scheme of Government of India.

JOB ROLES APPLICABLE FOR STAR SCHEME

S.No.	Role	Sub-Segment	NSQF level
1	Customer Care Executive (Call Centre)	Service Provider	4
2	Sales Executive (Broadband)	Service Provider	4
3	Customer Care Executive (Relationship Centre)	Service Provider	4
4	Field Sales Executive (FSE)	Service Provider	4
5	Optical Fiber Splicer	Network Managed Services	3
6	Optical Fiber Technician	Network Managed Services	4
7	Distributor Sales Representative	Handset	4
8	Customer Care Executive (Repair Center)	Handset	4
9	In-Store Promoter	Handset	4
10	Handset Repair Engineer (Level II)	Handset	4
11	Tower Technician	Passive Infra	4
12	Broadband Technician	Service Provider	4

Complete details are available on its website <http://www.tsscindia.com/researchnanalysis03.html>