

Job Description

Job Title – IT Operation Lead -AMI

Location- Gurgaon/ Mumbai

Company Overview

Meshmerise Networks Private Limited, a subsidiary of CWD Limited, is a global leader in secure, reliable narrowband RF mesh and AI Super Cellular solutions. We provide the foundational fabric for the Industrial Internet of Things (IIoT), connecting the critical infrastructure that powers modern cities and utilities. Our technology enables unprecedented efficiency, control, and sustainability for our clients worldwide. Join us in building the connected future of critical infrastructure. For more details, please visit [website](#).

Role Purpose

The IT Operations Lead for AMI is a pivotal role responsible for bridging the gap between project implementation and steady-state operations. You will be the key IT/OT authority during the rollout, ensuring the technical foundation is sound, and then transition to leading the 24/7/365 health, performance, and security of the live AMI environment. This role requires a unique blend of deep technical expertise in AMI technologies, strong project leadership skills, and a proactive approach to operational excellence.

Key Responsibilities

AMI Project Implementation & IT/OT Deployment:

- Spearhead all IT and OT-related deployment activities during the implementation and Operational & Maintenance (O&M) phases, ensuring a seamless handover from project teams to operations.
- Act as the primary technical liaison for Site Managers and field teams, providing expert guidance and troubleshooting support for deployment-related issues.
- Orchestrate the implementation of all IT & OT activities critical for the successful Go-Live of AMI projects, from infrastructure setup to system integration.
- Lead the review and finalization of all AMI design documents submitted by the System Integrator, ensuring they meet technical standards and securing necessary approvals from DISCOM and other stakeholders.

Leadership, Team & Stakeholder Management:

- Lead, mentor, and develop a high-performing team of AMI operations engineers and support staff.
- Manage team schedules, on-call rotations, and incident response to ensure 24/7 system coverage.
- Drive client management activities and lead state-level initiatives to foster a collaborative environment for the successful implementation of the AMI Project.
- Coordinate closely with DISCOM agencies and internal teams to manage the integration of new AMI systems with existing legacy applications.

AMI System Operations & Infrastructure:

- Ensure the timely provisioning and readiness of all IT infrastructure, with appropriate sizing and performance characteristics, to support AMI applications in production and guarantee a successful Go-Live.
- Serve as the ultimate technical authority and point of escalation for all AMI production issues post-deployment.
- Ensure the overall health, availability, and performance of the live AMI system, including the Head-End System (HES), Meter Data Management System (MDMS), network communication infrastructure, and endpoints.

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Vendor, SLA & Performance Management:

- Act as the primary operational liaison with AMI technology vendors and System Integrators.
- Oversee day-to-day monitoring and coordinate with the System Integrator to promptly address and resolve any IT-related gaps in Service Level Agreements (SLAs).
- Analyze system performance data to identify trends, anticipate bottlenecks, and plan for future capacity needs.

Incident, Problem & Change Management:

- Lead the response to major incidents affecting the AMI network, driving rapid restoration of services and conducting thorough root cause analysis (RCA).
- Own the problem management process to identify and eliminate recurring issues.
- Govern the change management process for the AMI environment, ensuring all modifications are properly reviewed, tested, and documented.
- Establish and report on key performance indicators (KPIs) and service level agreements (SLAs).

Education & Experience:

- Bachelor's degree in electrical engineering, Computer Engineering, or related field
- 10+ years of experience in IT/OT operations, network operations, or a NOC environment, with at least 5 years in a leadership or supervisory role.
- 5+ years of hands-on experience with the deployment and/or operation of Advanced Metering Infrastructure (AMI) technologies.
- Proven expertise with one or more major AMI vendors.
- Strong understanding of network communication protocols used in AMI (e.g., RF Mesh, Cellular, PLC).
- Solid experience with incident, problem, and change management processes (ITIL foundation preferred)
- Knowledge of utility industry standards and regulatory requirements, including experience working with DISCOMs.
- Experience with Meter Data Management System
- Direct experience in a project-based IT/OT deployment role within the utility sector.
- Ability to guide technical teams and vendors through complex deployments and operational challenges.
- Strong ability to manage the transition of systems from a project phase into a stable, operational state

Professional Competencies

- Strong analytical and problem-solving skills
- Excellent communication and teamwork abilities
- Ability to work independently and manage multiple priorities
- Continuous learning mindset and adaptability to new technologies
- Attention to detail and commitment to quality
- Leadership potential and mentoring capabilities

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