
COMMUNICATIONS FIELD ENGINEER

Unified

Full Time

Market Harborough

SUMMARY

As a Customer Networking Engineer you will be an integral part of the engineering and implementation teams. In your role you will be required to manage converged solutions for hosted VoIP projects whilst liaising with customers, external IT providers and fellow Welcomm employees. Within your day to day activities you will be responsible for building long-term relationships with both existing and new customers and suppliers. This role also requires the individual to be able to log faults remotely and resolve these by supporting the internal 1st line support desk and carry out on-site system installs. Due to the importance of this role, the required individual needs to be vigilant in ensuring all appropriate company documentation is completed fully. This will involve a high level of customer liaison demanding a professional individual with great communication skills. Reporting to our Operations Manager, this role requires an individual who will conduct themselves in a professional manner at all times, continuously adhering to customer health and safety expectations whilst on site. You should take full ownership of proactively managing potential issues by using your experience to identify solutions in advance.

For this role it is essential that the successful candidate can clearly understand customer requirements and have the drive to “go the extra mile” to meet SLA’s and deliver a high quality of customer service. The position requires a quick learner who is keen to adapt to new technologies alongside their day to day job role. Professional upskilling will be provided to ensure you have the appropriate, relevant and up to date qualifications to carry out this role successfully. As such a new employee will be required to have excellent product knowledge, phone manner and organisational skills in order to deliver the highest quality support service.

KEY RESPONSIBILITIES

- Support the Unified sales team and work with key suppliers to specify solutions and give technical sign off pre sales
- Attend project meetings with team members to provide technical support
- Assist in installations and ongoing support for Hosted VoIP solutions onto converged networks
- Assist in installations and ongoing support for SIP and hosted telephony
- Understanding customer networks
- Communicating effectively with suppliers
- Updating customers within SLA’s
- Providing high quality customer service
- Undertaking site surveys

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PERSONAL ATTRIBUTES

- Knowledge and certification on Hosted VoIP, Converged Private Networks, SIP and multi-vendor Telephone Systems
- An understanding of traditional telephone lines – PSTN, Multi-Line and ISDN
- Understand a range of data Services such as ADSL, FTTC, EoFTTC, EFM and Ethernet Leased Line
- Excellent understanding of LAN/WLAN, TCP/IP, DHCP, DNS, VLAN's, ACL's, NAT, SIP, RTP, TLS
- Excellent understanding of TCP/IP
- PBX/IP PBX and Hosted VoIP installation experience
- Highly proficient in the installation and maintenance of structured cabling as well as access planning
- Excellent understanding and experience within the Telecommunications sector including the importance of customer service delivery and professional quality standards
- Excellent understanding of technical tasks and concepts of both fibre and copper systems
- Highly computer literate with excellent use of Microsoft office, including Word and Excel
- A punctual and organised attitude with excellent time management skills
- A strong ability to learn new skills very quickly and willing to take on new challenges
- Hardworking, reliable and highly professional
- Willing to work outside normal office hours as and when required with travel around the UK
- Listen and provide solutions diligently and promptly
- Be answerable and responsible for your decisions and actions
- Serve with motivation and dedication
- Ability to work within a team to achieve a common goal
- Be creative and go the extra mile to deliver results
- Be humble and polite
- Provide a quality and efficient service to our customers

DISCLAIMER

Please note that this job description is not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. If your application is successful, the responsibilities, tasks and duties of Welcomm might differ from those outlined in the job description, and that other duties, as assigned, might be part of the job.