



Job Description

Role: Technical Support Engineer

Salary: Competitive package negotiable

Reporting To: Technical Support Team Leader

Location: Loughborough

Company Information

Waveworks Ltd provide a wide range of managed network solutions to a diverse customer base and have achieved BT partner status through innovative design and a first class business service. The technical support team operate mostly at 2nd line support dealing with a variety of customer fault reports based around DSL network services, Linux based applications and hosted Microsoft servers. Waveworks are looking to strengthen their support desk to ensure that this essential high quality service continues to operate to customer expectations.

Primary Function

- Provide telephone technical assistance to customers.
Answer help desk support calls in a timely and professional manner showing a firm commitment and urgency in resolving customer issues. Remain customer focussed at all times and handle difficult situations with care whilst remaining calm.
- Keep all support tickets, records and communications recorded in support software.
Ensure all support calls follow the relevant procedures and that customers are kept up-to-date with all outstanding tickets on a regular basis. Adhere to internal escalation procedures when necessary to alert to potential problems.
- Work in a rota system for extended support hours.
Work within a team of four to cover extended hours support including weekends and bank holidays. Support hours include: Mon-Fri: 8.00-18.00, Sat: 9.00-17.00, Sun/bank holidays: 10.00-16.00.
- To carry out order fulfilment and dispatch activities.
Configure routers and other CPE equipment in a timely manner ensuring all health & safety and quality control procedures are implemented.
- Travel to customer premises to install CPE equipment (typically routers) when required.
Be prepared to travel to customer sites to provide installations whilst representing Waveworks in a professional manner at all times.

The Candidate

- Excellent knowledge of DSL networks/routers and Internet services with experience of Windows / Linux operating systems.
- Excellent communications skills and telephone manner.
- Ability to accept responsibility and work as a team member
- The ability to work to performance targets.

- IT related qualifications preferable. (CCNA, MCSA, MCSE)
- Clean driving licence.

This job description is a guide to what the post holder will initially be required to undertake. It may be changed from time-to-time to meet changing circumstances. The role is a full-time position and will include flexible working hours including week-end and bank holiday working on a rota system. In-house training will be given where necessary with the opportunity to progress into other areas of the business for the right candidate.

PERSON SPECIFICATION

Role: Technical Support Engineer

	Essential	Desirable
Qualifications:	<ul style="list-style-type: none"> • Education to tertiary level with minimum GCSE in English, Maths & Science 	<ul style="list-style-type: none"> • A tertiary level qualification in a relevant subject
Experience	<ul style="list-style-type: none"> • Ability to demonstrate the support of DSL networks /hardware • Excellent telephone manners • Knowledge of Windows and Linux Operating Systems. • Successfully held similar position • Experience with support fault logging software and procedures 	<ul style="list-style-type: none"> • Worked within ISP/Telco/ Networking environment • Experience of Microsoft Exchange, IIS , SQL and Citrix • Familiar with DNS, RADIUS and Email administration • On-site installations
Specialist Skills	<ul style="list-style-type: none"> • Good interpersonal and communication skills • Excellent time management • Fast logical analysis of problems • Customer focussed 	<ul style="list-style-type: none"> • In-depth knowledge of DSL and BT ordering and service testing tools and procedures
Disposition	<ul style="list-style-type: none"> • Ability to work to demanding timelines • Ability to work on own initiative and take responsibility • Responsive to change • Ability to learn new skills • Good team worker 	<ul style="list-style-type: none"> • Ability to deliver commitment to continuous improvement • Professional attitude to work with a drive to progress • Ability to manage conflicting priorities
Circumstances	<ul style="list-style-type: none"> • Flexibility to accommodate peaks in workload • Willing to work in a varying shift pattern including week-ends and bank holidays • Ability to take part in an 'on-call' rota system • To travel at short-notice to customer premises for on-site installations 	