

Your Role with Fourteen **IP** Communications Ltd.  
Technician (Field Based)



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## Technician (Field Based)

### Purpose of Your Role

The role of Technician;

The Technician possesses technical knowledge and expertise in relation to the design, configuration, deployment, testing and commissioning of voice and data solutions. Technicians deploy the solutions, products and services provided by the organisation in line with the relevant industry, client and organisational standards and in accordance with site specific project plans and documentation. Technicians will also undertake supervisory activities in relation technical apprentices, to ensure that their work is also delivered to the highest standard. Technicians ensure that client solutions maintain operational continuity through the response and rectification to faults, moves, additions and changes in line with internal and contractual SLAs.

### Your Duties & Responsibilities

The Technician will fulfil the purpose of the role through;

- Conduct, review and document site surveys.
- A Technician is required to work with the equipment, hardware and services supplied and supported by the company and those which are primarily located on customer premises.
- Install, test, maintains and repairs equipment and systems.
- Solve problems, assess situations and apply solutions utilising acquired voice and data knowledge and experience.
- Have an understanding of how telecommunications equipment and services work, be equipped to handle disruptions of service and establish solutions to deal with challenges as they may arise in the field.
- Be required to configure and pre build voice and data solutions prior to installation at customer premises.
- Accurate and timely creation of project documentation.
- Be competent in all aspects of associated cabling works.
- All work will be carried out with an understanding of circuitry, installation, government compliance and in accordance with the relevant safe working practices and risk assessments.
- On Call, responding to emergency calls, providing out of hours support both on site and remote to customers.
- Establish and maintain effective interpersonal relationships with those contacted during the course of work.
- When required provides training, coaching and professional development to members of the team in order to enhance their knowledge and skills.
- Complete required training for the post and strive to meet development objectives.
- Responsible (if applicable) for maintaining any technical or professional qualifications required for the post.
- Work towards the 'Fourteen Way'
- Perform any other / or additional duties as dictated by the needs of the business.

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### Your Personal Key Performance Indicators

- Achievement of Service Level Agreements (Response, Rectification, Remote Clearance)
- Deployment of solutions in line with technical specification and financial budgets
- Repeat/Return visits
- Operational Productivity
- Maintenance of professional accreditations / training
- Accuracy of documentation and information
- Customer satisfaction, commendations and complaints
- Compliance with company systems of work, policies and operational procedures
- Commissioning and operational audit findings
- Submission of reports, documentation, expense claims and information requests within required timescales
- Presentation and preparation (uniform, equipment, PPE)

## THE FOURTEEN WAY

### 1. Introduction

The Fourteen Way pertains to the Company's **Vision, Values** and **Culture**. The Fourteen Way applies to all the people employed by the company. The Fourteen Way's intention is to exist in order to enhance communication, commitment, recognition and generate continuous improvement for each individual and the company.

### 2. Vision

Our Vision declares our purpose and serves as a standard against which we weight our actions and decisions.

## XIVISION

For Fourteen IP Communications Ltd to Grow and Develop to be the Voice and Data Solution Providers of Choice in the UK, Europe and beyond. Fourteen Forever!

**Focused Innovative Professional Commitment to Excellence**

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### 3. Values

Our core values guide the way we work with each other, our customers, our suppliers and any other business partners we work with on a day to day basis. We believe that our ambition will come to actuality through the application of our core values.



Values need to be **lived** and **performed**, not just written, read and spoken.

- I. We treat our people like **FAMILY**. Our people are our most valuable resource. We show appreciation and respect, working together in a supportive environment towards a shared company purpose.
- II. Commitment to **INNOVATION**. Customers are at the heart of what we do. We endeavour to have the highest quality and sustainable development of innovative solutions to meet the business requirements of our customers, assisting and supporting them to achieve their own aspirations. We go the extra mile!
- III. We have **PASSION** for what we do. By being passionate, energetic and enthusiastic, we can achieve, apply creative thinking to solving challenges and enhance both work and customer satisfaction.
- IV. **COMMUNICATION** is key. We communicate through a consistent and clear framework, ensuring all our people are informed and involved and that key messages are re-enforced.

The Fourteen Way Values are to be embedded throughout the company via the recruitment process, performance management systems, communication, recognition and management focus.

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### 4. The 'Fourteen IP' Person

What it means to work for Fourteen IP Communications and become a 'Fourteen IP' Person. We all have the responsibility to adopt the attitudes and behaviours of a 'Fourteen IP' person and are expected to display the following '14' attributes:

- **Respectful**
- **Flexible**
- **Responsible**
- **Honest**
- **Customer Focused**
- **Work Ethic**
- **Team Player**
- **Pro-Active**
- **Committed to Excellence**
- **Professional**
- **Positive 'can do' attitude**
- **Adaptable**
- **Motivated**
- **Loyal**