

<b>Job Title:</b> Senior Support Engineer Technical Services	<b>Reference:</b> HW/12
<b>Department:</b> Support Services	<b>Hours:</b> 38.75
<b>Location:</b> Wigan / Remote Candidates will be considered depending on experience	Permanent
<b>Reporting to:</b> Head of Support Services	
<p><b>Benefits:</b> Competitive Salary, 22 days holiday per annum (based on 5 days per week) increasing by an additional day per annum up to a maximum of 25 days per annum plus 8 bank holidays. Company Pension Scheme and Employee Assistance programme</p>	
<p>This is a great opportunity for an experienced VoIP engineer to join our technical service team. We are one of the leading global providers of specialist voice and data solutions to the Hospitality Industry. Fourteen IP Communications is a Supplier of EVOLUTION Voice the leading unified communications platform for hospitality, guest engagement and both fixed and wireless guest internet access solutions.</p>	
<p><b>The major responsibilities of the role include:</b></p> <ul style="list-style-type: none"> <li>• Provide 1<sup>st</sup> and 2<sup>nd</sup> line support to colleagues and customers.</li> <li>• Work from a technical cases queue ensuring the cases are being picked up, responded to, and progressed in a timely manner</li> <li>• Participate in the out of hours on call rota.</li> <li>• Maintain Backups and technical documentation.</li> <li>• From time to time be required to visit customer properties throughout the UK &amp; Europe.</li> <li>• Be an escalation point for other members of the team for specific products.</li> </ul>	
<p><b>Key requirements of the role include:</b></p> <ul style="list-style-type: none"> <li>• Be experienced in deploying and supporting Mitel MiVB/ MCD.</li> <li>• Possess current Mitel Certifications.</li> <li>• Experienced with Mitel applications (MiCC, MBG &amp; MAS) would be advantageous.</li> <li>• Have a good understanding of general telecommunications technology including SIP (Endpoints &amp; Trunking).</li> <li>• A good understanding of IP networking would be an advantage.</li> <li>• Aruba wired and wireless (instant &amp; Aruba OS-S Switching) experience would also be advantageous.</li> <li>• Excellent customer service skills.</li> <li>• Self-motivated with a 'can-do' attitude.</li> <li>• Strong communication skills and ability to work as part of a team</li> </ul>	
<p><b>Successful Applicants</b></p> <p>The role also included training on other voice platforms and networking infrastructure to grow knowledge and support capabilities into business needs. As such successful candidate must be adaptable, highly motivated and committed to delivering exceptional standards across all aspects of the role.</p>	

To be considered for this role please request an application form [helen.waterworth@fourteenip.com](mailto:helen.waterworth@fourteenip.com). Completed applications forms along with a copy of an up-to-date CV must be received on or before Sunday 18<sup>th</sup> December 2022. Please send either by email to [helen.waterworth@fourteenip.com](mailto:helen.waterworth@fourteenip.com) or by post (marked Private & Confidential, Human Resources, Fourteen IP, Unit 4 Lockfight Buildings, Wheatlea Industrial Estate, Wheatlea Road, Wigan WN3 6XP

Please note that due to the anticipated response only applications shortlisted for interview will be acknowledged.