

Job Title: Networking Support Technician	Reference: HW 16
Department: Support Service	Hours: 38.75
Division/Location: Wigan	Permanent
Reporting to: Head of Support Service	
<p>Benefits:</p> <ul style="list-style-type: none"> • Salary £25,000 per annum • 22 days holiday per annum (plus public holidays) increasing by 1 day per year up to a maximum of 25 day per annum, • Pension Scheme, • Company contractual sick pay scheme. 	
<p>This is a fantastic opportunity to join one of the leading global providers of specialist voice and data solutions to the Hospitality Industry. At Fourteen IP we are a people centric company, proudly accredited by Investors in People, we believe that our people, customers, and partners are part of our family and are at the centre of everything we do.</p> <p>Our mission is “To be the most chosen & valued brand in the hospitality cloud communications market by providing product innovation, customer led solutions & outstanding service” this can only be achieved through the Passion, Innovation and Communication demonstrated by our people.</p> <p>Due to our ongoing expansion both in the UK and overseas, we are looking to strengthen our team by recruiting a Level 4 Network Support Technician to work within our busy Technical Support and Pre-Sales Departments. The ideal candidate will be passionate about networking in a customer support environment.</p> <p>Duties and responsibilities of the role include:</p> <ul style="list-style-type: none"> • Fault find, configure and remotely monitor products and services provided by Fourteen IP. Products from Cisco, HP, Aruba, Ruckus, Watchguard among others. Services ranging from Routing, Switching, Wireless, IP telephony. • Solving problems, assess situations, and apply solutions utilising acquired voice and data networking knowledge and experience. • Understand how telecommunication equipment and services work and be equipped to manage disruptions of service and establish solutions to deal with challenges as they arise. • Provide 1st and 2nd line support to Fourteen IP customers and colleagues in the field. • Responsible for resolving faults and responding to customer enquiries within SLA. • Configure and pre-build voice and data solutions prior to installation and ensuring that processes are followed, and all documentation is correct and stored centrally. • Support and undertake solution cutovers ensuring all documentation is correct and stored centrally. 	

- Provide out of hours emergency response both on site and remotely.
- Establish and maintain effective interpersonal relationships with colleagues, customers and other relevant parties.
- Provide training, coaching and professional development to junior members of the team to support their personal development.
- Complete required training and maintain any technical or professional qualifications required for the post,

Successful Applicants

The successful applicant will already or will imminently achieve a Level 4 IT Network Technician qualification. Or an equivalent qualification. In addition to the following:

- An advanced understanding of how voice and data communication equipment work.
- Understands SIP message flow and how to program SIP end devices.
- Be able to take and read advance logs and de-bugging to locate root cause of faults.
- CCNA (or equivalent) accredited – Would be preferred.
- Advanced understanding of network and switching.
- Five GCSE passes which must include English and Mathematics at grade C (4) or above.

Previous customer experience, ideally in business to business in some capacity is also preferred.

If you have what it takes to STEP UP – GO BEYOND in a fast paced networking support environment then please send your CV and a covering e-mail to helen.waterworth@fourteenip.com no later than 26th May 2023.

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