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|-------------------|-------------------------|-------------------------|---|
| JOB TITLE | Support Technician | PRIMARY LOCATION | Inverness or Glasgow |
| DEPARTMENT | Support Team | HOURS OF WORK | 8am-4.30pm/9am-5.30pm Mon-Fri, occasional on-call support required |
| SALARY | Dependent on Experience | CONTRACT TYPE | Permanent |

HIGHNET

We provide a wide range of innovative and progressive telecommunications solutions, products and services to business across the UK through our dedicated Channel Partners. We are an Internet Service Provider and built our own ISP network - Scotland's first business-only next generation IP network.

We are accredited with both Investors in People and Investors in Young People and have a strong commitment to staff training and development.

Our staff take great pride in ensuring that every client gets a best in class experience; this makes our customer retention one of the highest in the telecoms industry. Each team has specialist skills ensuring that we remain experts in our field and drive long-term business relationships.

JOB DESCRIPTION

RESPONSIBILITY

Managing fault and support cases from point of being raised through to point of resolution, within SLA. This includes our broadband, FTTC, Ethernet, hosted voice, SIP, ISDN and Analogue products.

MAIN DUTIES*

1. Logging faults and technical support related enquiries for our voice and data products on our CRM system, and raising with the appropriate Supplier where necessary
2. Troubleshooting and investigating cases, which includes on-site visits if required
3. Testing faulty returned equipment and arranging replacements
4. Monitoring our Managed Router services to detect and investigate any early indications of potential problems and take action to resolve
5. Working closely with our internal Network Operations Team to resolve data issues
6. Maintaining regular contact with our Partners and/or customers during ongoing case management
7. Building RADIUS details on our servers for broadband customers
8. Keeping our Billing Team updated with any billing requirements
9. Configuring Zyxel/Cisco/Draytek routers for broadband and Ethernet products

ADDITIONAL DUTIES*

1. Supporting and delivering hosted voice installations
2. Router installations for broadband and Ethernet products

**This list is not exhaustive, and all personnel may be required to perform duties out with their normal responsibilities from time to time.*

| REQUIRED SKILLS | ESSENTIAL | DESIRABLE |
|---------------------------------|---|---|
| EDUCATION & TRAINING | <ul style="list-style-type: none"> • Strong numeracy skills <p>One or more of the following certifications:</p> <ul style="list-style-type: none"> • LINX (e.g. LINX Accredited Internet Technician 1/2) • Cisco (e.g. CCENT/CCNA) • Juniper (e.g. JUNOS) | <ul style="list-style-type: none"> • Excel Advanced certification • Knowledge and experience with Linux based programming |
| RELEVANT EXPERIENCE | <ul style="list-style-type: none"> • Knowledge and experience configuring routers | <ul style="list-style-type: none"> • Knowledge and experience of configuring Cisco/Zyxel/Draytek routers |

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| | <ul style="list-style-type: none"> • Previous experience in a service desk environment • Experience working on WANs/LANs | <ul style="list-style-type: none"> • Experience in the telecoms industry • Experience in providing on-site customer support |
| SPECIAL SKILLS | <ul style="list-style-type: none"> • Driving license as occasional on-site visits may be required | |
| PERSONAL QUALITIES | | |
| OTHER | | |
| <p>The successful candidate will have the passion and determination to deliver a best in class service to all customers. They will be a strong team player with innovative thinking but will be equally comfortable taking ownership of their tasks and working under their own initiative.</p> | | |

To apply for this position please email your CV to recruitment@highnet.com