

JOB TITLE	Installation Engineer (Multi-skilled)	PRIMARY LOCATION	Field Based (Scotland)
DEPARTMENT	Installs Team	HOURS OF WORK	9am-5.30pm Mon -Fri
SALARY	Competitive + company vehicle	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

Reporting to the Installations Manager, you will be responsible for the installation of structured cabling and hosted VoIP systems. This will include the installation of pre-configured managed routers and switches.

MAIN DUTIES*

1. Visit customer sites to carry out detailed surveys to assess the suitability of installing structured cabling including fibre. This will include surveying for the installation of LAN hardware and hosted VoIP systems.
2. Production of detailed survey reports.
3. Planning for, and installation of structured cabling, fibre, pre-configured LAN hardware and hosted VoIP systems.
4. Completion of handover documentation.
5. Delivery of onsite customer training on hosted VoIP products.

ADDITIONAL DUTIES* (if applicable)

1. Installation and commissioning of managed routers and switches.
2. Onsite troubleshooting for HighNet Support & TSC on voice and data 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"> • General education to 'A' level standard, including GCSE or equivalent in Maths and English language 	<ul style="list-style-type: none"> • COMPTIA Network+ or CCENT
RELEVANT EXPERIENCE	<ul style="list-style-type: none"> • Installing cables and trunking • Testing and terminating cables • Patching systems • Solving issues related to cables and networks • Fault finding • Strong customer facing skills • Installation of LAN hardware 	<ul style="list-style-type: none"> • Multimode fibre • Single mode fibre • CSCS Card • Cherry Picker license

SPECIAL SKILLS	<ul style="list-style-type: none"> • Working at Heights • Ladder Training • PC skills to intermediate level 	<ul style="list-style-type: none"> • Network Hardware • VoIP Systems • PBX Installation/Support
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Self-motivated • Ability to thrive and adapt in a climate of rapid change • Having competent written and spoken communication abilities • Having attention for details • Strong team player 	
OTHER	<ul style="list-style-type: none"> • Full UK Driving license 	
<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