

WE WANT YOU IP TELEPHONY ENGINEER



JOB TITLE

IP Telephony Engineer
(Business Communications Technology Business)

SALARY/PACKAGE

£35K - £42K basic
Company Laptop and Mobile Phone

LOCATION

Central Bristol office location

HOURS OF WORK

Mon-Fri 08:30am - 17:00 + overtime opportunities

RESPONSIBLE TO

Head of Technical Services



ROLE SUMMARY

This exciting role provides an excellent opportunity for the right candidate to take the next step in their career, having already worked in an IP Telephony engineering role for at least 2 years.

The candidate will be an integral part in meeting and exceeding the needs of our customer base on both new installations and through our service desk; helping to drive client issues to closure; helping to improve support tools; and managing projects from start to end.

This is an exciting opportunity to contribute and work with a highly knowledgeable team at a successful and growing company. The ideal candidate for this position is someone who possesses a blend of technical experience in implementations and also has great Customer Service experience

The successful candidate will take various training courses to expand their knowledge and experience along with extensive system training for our internal systems.



KEY RESPONSIBILITIES AND MAIN TASKS AND ACTIVITIES

- Providing expert level Technical Support to customers as a Subject Matter Expert
- Providing direct level 2/3 support to partners and customers
- Coordinating and managing service escalations with other engineers, management and executives
- Managing multiple cases, coordinating advanced troubleshooting activities with partners and customers
- Documenting each customer interaction using our support ticketing system.
- Providing timely and effective resolutions to support requests based on internal and external service level agreements (SLA).
- Focusing on rapid identification and resolution of customer issues.
- On-site support for critical accounts to lead and manage service recovery efforts and troubleshooting
- Project engineer for new installations

PERSONAL QUALITIES

The role would suit someone who has;

- Ability to juggle several tasks simultaneously whilst remaining calm under pressure
- Ability to build relationships at all levels
- Strong communication and self-motivation skills
- Strong attention to detail
- Approachable and flexible
- Ability to prioritise and organise workload Ability to work autonomously
- Above all, an ambitious, hard-working, friendly and outgoing disposition to fit in with our team and company culture.

QUALIFICATIONS

- Full Driving Licence
5 or more GCSE Grade C or above
- Further Education Qualifications (e.g. A-Level, NVQ, Diploma, Degree etc) – preferred but not essential
- Telephony related certifications are desirable
- Network product qualifications or certification are desirable

DESIRED SKILLS

- At least 2 years' industry experience in installation and support of IT Telephony / VOIP systems
- Contact centre knowledge and skills desirable
- Demonstrates strong problem-solving skills
- Excellent written and oral communication skills in English
- Knowledge of LAN and WANs
- Previous technical support and escalation experience
- Able to come up to speed rapidly on new technologies
- Knowledge of IP networks and Subnets preferred but not essential



ABOUT BLACKSTAR SOLUTIONS

Blackstar Solutions provide industry leading communications technology solutions in the B2B marketplace. We have extensive industry experience which allows us to offer our clients the best possible advice and support. Our aim is to become the highest profile and most trusted business communications supplier in the Bristol area, followed by the South West region.

www.blackstarsolutions.co.uk

