

## Job Specification: WiFi Installation Engineer

### The Company

WiFiSPARK Ltd is the leading provider of managed guest and public WiFi solutions in the UK. We supply specialist wireless network solutions to a wide range of customers both in the public sector and private enterprise. Our clients include many well-known names such as the National Exhibition Centre (NEC) in Birmingham, the National Portrait Gallery, Intu Shopping Centres, London City Airport, The Queen Elizabeth Olympic Park and an expanding NHS portfolio that includes hundreds of NHS locations nationwide. Our services cover healthcare, transport, hospitality, retail, public sector, education, stadium and outdoor WiFi.

The company operates from a modern, well equipped premises on Matford Business Park in Exeter with satellite offices in Belfast and London. We have a culture that promotes a professional, customer-centric focus backed up by a positive and supportive attitude that runs right through the organization. We work hard and try to have fun in the process.

### The Role

We are looking for a quality-driven, highly motivated individual to join our professional installation team. You will be based from our smart, modern office in Exeter and will be required to reside within easy commuting distance of here. You will have demonstrable experience of cabling/data network installations and you must be able to work on your own initiative as well as being part of a team. Travel throughout the UK will be a significant part of this role and frequent overnight stops will be required.

In return we offer you a competitive salary with a very generous bonus scheme. You will be allocated a fully equipped modern van, all tools, PPE, phone, laptop and work wear. All necessary expenses will be covered including accommodation and vehicle fuel. You will be trained to the required level to do the job and we support Continued Professional Development in line with the company's on-going skills needs.

Due to the nature of this role the post holder must have a heightened awareness of risks and precautions when working on customer sites, at height and over water. Electrical safety awareness is a key skill for this role. The post holder will present a smart, professional image at all times.

### Duties and responsibilities

- Assist in the build, configuration and testing of wifi systems prior to installation on-site.
- Plan, arrange and conduct on-site installations to a very high standard of workmanship
- Carry out site surveys and assist in the planning of new installations and upgrades
- Oversee work by sub-contractors and ensure WiFi SPARK standards are achieved
- Continue to develop your installation skills as part of an ongoing development plan
- Liaise with the Service & Support teams to offer field-based support when required
- Ensure customers are fully satisfied with WiFi SPARK systems installed on their sites
- Complete all relevant installation paperwork and documentation in a timely manner
- Adhere to all company standards for lone worker operation
- Ensure adequate risk assessment and Health & Safety practices are followed at all times
- Maintain all vehicles, tools, PPE and access equipment allocated to you to a safe standard

## Qualifications and experience

We are looking for an experienced installation engineer so it is likely that you are already working in a similar role in a WiFi, IT or telecoms service provider organisation. We require someone who can work unsupervised on customer sites and take ownership of the installation task to ensure it is completed to the highest standards. As such you will have a track record of successful delivery of installed services that are similar to this requirement.

The work covers a variety of activities including assembly, preparation, cabling (copper and fiber), fixing to structures (indoor and outdoor), working at height, testing and commissioning. As such you must be multi-skilled and able to complete all aspects of the task at hand in a safe and professional manner. Experience of commissioning and fault finding on networked IT equipment (switches, routers, etc.) would be a significant benefit.

You must like driving and be comfortable with staying away from home during the week. In particular the following will be advantageous:

- Data network installation and support skills
- Proficient at Cat5/6 cabling, fibre optics, terminations
- A good appreciation of electrical safety
- Basic understanding of computer networks, TCP/IP
- Familiar with LINUX operating system an advantage
- CSCS, Sentinel, IPAF all advantageous

## The ideal person

Our installation engineers operate on the front line of our business and as such are seen as ambassadors and advocates of WiFi SPARK. They are smart, clean, polite and professional at all times and are often referred to as our knights in shining armour who turn up to fix problems or carry out fantastic installations. They take pride in their work, do not accept second best and stick at a task until it is completed to the customer's satisfaction.

Self-starters, they are able to plan and manage their own work whilst keeping the office fully informed with progress. Their skills cross over from engineering fault diagnosis to cabling and data cabinet installations and they are happy doing all these tasks to the best of their ability. Above all they are friendly, approachable and dependable people who are proud to wear the WiFi SPARK uniform.

## What we offer

This is a permanent full-time role based from our head office in Exeter, Devon.

We offer a competitive salary in the range of £23,000 - £25,000 with annual reviews. You will be equipped with a modern company van with aircon, satnav, entertainment system, etc. All tools, corporate clothing and PPE will be provided. We will provide you with modern IT equipment and a company mobile phone.

You will have a company credit card and fuel card to use for approved expenses.



You will enter on a 6 month probation period and on successful completion you will be eligible for the following additional benefits:

- + Annual profit-related bonus
- + Company pension scheme
- + Family Healthcare package
- + Gym membership

Above all we will offer you the chance to work in a vibrant and exciting company that is undergoing a period of rapid growth and success. Our culture is one that supports and encourages our employees, we like challenges and work hard to deliver excellent results to our customers. Everyone is respected, acts professionally and is recognized for their input. We also aim to have fun and enjoy our work.

We use these phrases to describe our Company Culture:

[Excellence of Service](#); [Consistency & Accuracy](#); [Knowledge Sharing](#); [Commitment](#); [Adaptability](#); [Supporting & Communicating](#); [Continuous Improvement](#)

This is what we all value at WiFi SPARK:

[Honesty](#); [Respect](#); [Professionalism](#); [Loyalty](#); [Positivity](#); [Welfare](#); [Fun](#); [Opportunity](#)

### **The next steps**

If you think this is the sort of job you can excel at, and we sound like the sort of company that you will enjoy being part of, send your CV to [ian@wifispark.com](mailto:ian@wifispark.com)