

Job Specification: Network Support Engineer

The Company

WiFi SPARK 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 Manchester Central Convention Complex, the National Portrait Gallery, Trafford Shopping Centre, Newcastle International 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 organisation. We work hard and try to have fun in the process.

The Role

The Network Support Engineer is a critical part of the operational capability of the company. The role covers a wide range of activities related to both technical support and installation projects. Based in the Company's office in Devon you will handle 1st and 2nd line support activities generated from multiple sources including incoming telephone calls, emails, escalations and monitoring alerts. There will also be an element of proactive administrative maintenance to ensure our systems are operating effectively. This will require regular contact with customers and external support teams to ensure a speedy restoration of service is achieved. Other duties include the build, configuration and test of wireless system components in preparation for installation on customer sites as determined by the Project Plan.

This is a technical role within a small team who cover a varying range of technologies and support situations. As such we require people who are flexible, resilient and willing to perform at a high level of productivity and commitment. The post holder will be required to undertake on-call out of hours support duties as part of an organised roster.

Duties and responsibilities

This is a varied and interesting role that covers a range of technical activities. Some of the main duties are:

- Provide 1st and 2nd level support as part of an integrated technical support team.
- Liaise with the outsourced Helpdesk team
- Maintain the NMS and investigate all alerts in a timely manner
- Carry out pro-active problem investigation to ensure optimum operation of the network
- Build, configure and test WiFi components

- Demonstrate consistent levels of professionalism, respect and support when dealing with all internal employees, clients, end-users and suppliers
- Maintain a good knowledge of current technologies relating to the job role
- Undertake continuous professional development training

The Person

- A diligent and quality conscious support engineer
- Analytical with good problem solving skills
- Demonstrates high standards in all aspects of their work
- A team player who works well with all around them
- Committed to ensuring success at an individual, team and company level
- Excellent customer care skills and attitude including a good telephone manner
- Client focused, professional and reliable
- Helpful, approachable and respectful to all who work with them

Qualifications and experience

- CCNA, Network+ or similar
- Competent with general IT systems and applications
- A knowledge of LINUX operating systems would be preferable
- Good literacy, spelling and grammar
- Experience of working in a technical environment

What we offer

This is a permanent full-time role based from our head office on Matford Business Park in Exeter. The hours will be 37.5 hours per week Monday to Friday (flexible hours will be considered) We offer 30 days paid holiday per year including public holidays, incrementing by one day per full years' service up to 33 days.

We offer a competitive salary in the range of £20,000 with annual reviews.

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 for our customers. Everyone is respected, acts professionally and is recognised 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, please send your CV to louis.ravensfield@wifispark.com