

1st Line Network Support Engineer

Join the brand that is transforming rural areas with ultrafast full fibre broadband. We're the team where talented people are encouraged to thrive and enhance their career.

Powered by brilliant people with bright ideas, we want to hear yours. Our success is driven by your creativity, collaboration and commitment.

As 1st Line Network Support Engineer you will support and maintain Gigaclear's network 24/7/365 working alongside the Service Operations Centre Team.

Key success criteria are to provide our customers with a World Class service by supporting and maintaining Gigaclear's full fibre network. This will entail enhancing existing and building world class processes and standards along with providing timely and accurate communication to our customers.

You are ambitious, an expert in your field with the tenacity to succeed. You will be able to demonstrate the essential criteria whilst bringing your own passion and ideas. Some of the key skills you will possess are:

- Understanding of basic ISP infrastructure (LAN/WAN)
- Ability to coordinate traffic management, excavation, and reinstatement related incidents
- Ability to translate technical issues and solutions to non-technical customers
- Experience with dispatching and liaising between a field-based team and customers
- Strong communication and decision-making skills with the ability to balance conflicting interests
- Coordinate civil works to support planned and unplanned outages
- Proactive and flexible with the ability to adapt their approach to handle varying the types of incidents related to network and civils issues
- Ability to build and maintain strong business and customer relationships

You share our values. They make us who we are:

- **Find a way:** Always working together to deliver market-leading solutions and provide customer service excellence to our communities
- **Be committed:** We are all accountable for our actions and work relentlessly with our many customers to deliver on our promises
- **Do the right thing:** We always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues
- **Keep it simple:** In an industry of complexity and confusion, we make things easy for everyone to understand

Culture & benefits:

We empower people to do what they do best; fast. We want you to bring you, so we don't 'fence' anyone in to a single way of working. You will get the latest news through our staff magazine, Gigabites, and monthly company updates (food can play a major part in this!). You are living and breathing our values, so your colleagues may nominate you for our Star of the Month award. If you win you get an extra day's holiday. Like us, you probably like to get a bit social too. We have a weekly running club, Gigaclear FC plus two company socials a year, and more.

On top of this we offer great benefits such as, Study Support, Income Protection, Life Assurance, Pension and 25 days holiday (plus bank holidays).

When you apply for this role please access the full job description in the account registration area.