Job Description

Job Title: Service Operations Centre Engineer

Location: Abingdon - HO

Department: Service Management

Position Reports To: SOC Lead

<u>**Company Overview**</u>

Gigaclear is a fast-growing, game changing fibre provider making a significant difference to the broadband landscape in rural England, fast-making broadband the fourth utility.

Due to growth we are growing our Service Management function. This role will be focused on supporting a 24/7/365 Network Operations, with the ability to triage faults with the aim of delivering timely fixes along with working with suppliers and delivery teams to mitigate future occurrences. This is a great opportunity to join a fast-growing team who are full of energy, pride and ambition to deliver a world class service to our customers through simple intelligent processes and technologies.

<u>**Purpose of the job**</u>

The objective of the role is to support and maintain Gigaclear's network 24/7/365 working alongside the SOC 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.

<u>**Key Accountability & Responsibilities**</u>

- Interaction via e-mail & telephone with our customers will form a major part of this position
- Manage incidents by liaising with third party contractors and other departments within Gigaclear
- Remote support of customers with typical infrastructure issues
- Coordinate network repair and civils works to support planned and unplanned outages
- This person must be able to prioritise workload between multiple customer incidents or enquiries
- Complete day-to-day network administrative tasks
- Create documentation that supports customers and aids fault resolution
- Please note – this role will include working a slight shift pattern and being on an on-call rota after their training has been completed

Knowledge & Skills

Essential

- Understanding of basic Internet Service Provider (ISP) infrastructure (LAN/WAN)
- Ability to translate technical issues and solutions to non-technical customers
- Ability to communicate effectively with customers via telephone and email
- Ability to coordinate and organise 3rd Party contractors and suppliers as well as internal field-based teams

Qualifications & Accreditations

- Degree Level desirable en and numerical skill
- ICND1 & ICND2 (desirable). Will support training

Our Values

- We are effective and passionate in what we do
- We are speedy and responsive to colleagues and customers
- We are clear and open with all
- We deliver a transformational experience
- We are in a shared endeavour and will succeed together

This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion), subject to the needs of the business and in keeping with the general profile of the role.