**JOB DESCRIPTION**

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| **JOB TITLE:** | Bandwidth Services Customer Engineer |
| **HOURS OF WORK:** | 37.5 |
| **REPORTS TO:** | Bandwidth Services Manager |
| **WORKING WITH:** | Bandwidth Services |
| **DEPARTMENT:** | Customer Engineering |
| **LOCATION:** | Guernsey |

## JOB PURPOSE

* Installation and fault resolution for leased line/private circuit/data centre copper and fibre data/voice/broadband customers in the Bailiwick of Guernsey
* To ensure that the delivery of bandwidth services to our Guernsey customers is carried out in a timely, professional manner in an evolving technical environment

## MAIN DUTIES AND RESPONSIBILITIES

Specifically but not restricted to:-

* Installation/maintenance of leased line business circuits
* Installation/maintenance of ISDN/SIP services
* Installation/maintenance of data centre services
* Fibre optic cable work, including fusion-splicing for all relevant products and services
* Provide out of hours support for leased line/voice/DC services on occasion when required
* Assist residential fault/installation teams with copper/fibre services when required
* Work with Bandwidth manager to keep close track of the Bandwidth task and fault lists, providing professional, efficient and timely responses for all customer orders and support cases

**In addition, the person will be required to:**

* Understand and comply with the licence and other regulatory rules applying to the position.
* Understand and comply with the Data Protection Law as it relates to the position
* Understand and comply with the Health and Safety responsibilities relevant to the role as defined in the Sure Safety Policy
* Work in accordance with the safety procedures and safe working policies of Sure
* Undertake appropriate security awareness training covering information security, data protection, financial crime and payment card data and comply with their information security responsibilities. This awareness training includes understanding of the incident reporting process to be followed in the event of the employee suspecting, causing, or discovering an information security incident.

Due to the nature of this position, the postholder must hold a satisfactoryBasic Police Disclosure. All disclosures of a criminal background are treated with the strictest confidence and checks will only be made in connection with suitability for a post and for no other purpose.

Convictions likely to be considered relevant to this post include dishonesty and those indicating a breach of trust, due to the security requirements of the role*.*

Please note that disclosure of a criminal record will not necessarily debar you from employment in this post – this will depend on the nature of the offence/s and the circumstances surrounding it/them.

**THE WAY WE DO THINGS**

* We work together as one team
* We strive for customer satisfaction
* We are reliable
* We have a passion for technology & learning
* We are community & sustainability focused

## SKILL REQUIREMENTS

**Essential:**

* Proven telecoms engineering experience in the provision and maintenance of corporate-level products and services
* Good written and verbal communication skills
* Ability and desire to learn new technologies and processes through both formal and self-learning in a constantly evolving technical environment
* Willingness to work and communicate with both internal and external customers
* Flexible approach to work including occasional out-of-hours working and participation in a callout rota

**Highly Desirable:**

* Good knowledge of Sure’s copper and fibre infrastructure in Guernsey
* Understanding of Sure’s Core network
* Qualification in computer science or related field
* Qualification/experience in electrical/electronic engineering
* Qualification in any other type of engineering
* Experience in customer service or operational environment

**Personal/Behavioural attributes:**

* Highly motivated
* Well organised and methodical
* Professional
* Able to use initiative to tackle a broad range of problems
* Ability to work either as part of a team or independently as and when required
* Calm and controlled under pressure