**JOB DESCRIPTION**

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| **JOB TITLE:** | Fixed Mobile Convergence Engineer |
| **HOURS OF WORK:** | 37.5 hours per week |
| **REPORTS TO:** | Senior Mobile Engineer |
| **WORKING WITH:** | Business Development, Service Operations, Service Design, Service Assurance, Business Office |
| **DEPARTMENT:** | Fixed Mobile Convergence |
| **LOCATION:** | Guernsey |

## JOB PURPOSE

The operation, maintenance and optimisation of the converged fixed mobile network equipment.

## MAIN DUTIES AND RESPONSIBILITIES

* Resolving customer, roaming partner and network faults, issues and tickets
* Operation and maintenance of CS core, packet core and IMS mobile networks
* Support for Fixed mobile convergence solutions including FTTP (Fibre to The Premise) and SIP solutions offered
* Support the wider team on projects, deployments and enhancements to the current mobile and fixed networks
* Support for the Roaming team with IREG testing configuration and issue resolution
* Data Management of the Core GSM/UMTS/LTE networks
* Monitoring and reacting to network alarms
* Support upgrades and enhancements of the Converged Fixed Mobile network
* Assisting RAN engineers with radio site deployments, routine maintenance & network testing
* To undertake supervision and co-ordination of consultants, suppliers and sub-contractors working on the Mobile network
* Collection and Supply of Statistics & KPI’s to enable quality monitoring
* Liaison with Other Licensed operators and vendors regarding interconnection management

**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**

* Basic knowledge and understanding of mobile networks or willingness to learn
* An appropriate Technical Qualification or experience.
* Two years’ experience in telecommunication or a related industry
* Good written and verbal communications skills
* Computer literate, especially MS Office
* Self-motivated with the ability to work as part of a cross-functional team
* Flexible approach to work and participation in a callout rota.

**Highly Desirable**

* A general understanding of the telecommunications market and customers
* An understanding of IP networks
* Willing to climb poles, towers, and masts to assist the mobile RAN engineers
* Clean driving licence

**Personal/Behavioural attributes:**

* Diligence and attention to detail are key skills along with ability to multi-task and prioritize work appropriately.
* Eager and quick to learn new skills and technologies.
* Able to use their initiative to tackle a broad range of problems.
* A cheerful and optimistic attitude to work.
* Good interpersonal skills with both internal and external customers.
* Calm and controlled under pressure