**A black and white logo

Description automatically generated with low confidence**

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title:** | Comms Field Engineer |  |  |
| **Department:** | Engineering Team |  |  |
| **Reports to:** | Engineer Team Leader |  |  |

|  |
| --- |
| **Job Description:** |
| As a member of the Engineering Team, you will be responsible for the installation, maintenance, and troubleshooting of telecommunications equipment, including phone systems, routers, switches, wireless technology, CCTV and other related equipment at customer locations, ensuring smooth operation and high-quality service.  You will work directly with clients, providing clear and regular communication while on customer premises or remote. |
| **Duties and Responsibilities:** |
| * Provide on-site installation, configuration and troubleshooting support for communication systems, including VoIP and unified communications (UC) platforms * Install WiFi solutions, routers, firewalls, switches, CCTV systems and PBX’s * Troubleshoot issues on customer premises * Installation and commissioning of on premise and cloud telephone systems * Pre-installation site surveys * Installation of structured cabling * Provide end user training in operation of phone system * Assist the service desk with customer faults * Work with other key departments within the business on projects from time to time * Out of hours engineering when required |
| **Knowledge, Skills and Experience Required:**  To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required |
| * Able to assess client environments, make technical recommendations, and oversee the deployment of tailored solutions * Excellent communication skills, with the ability to clearly explain complex technical issues to clients and team members * Able to work closely with the remote teams to escalate issues, provide updates, and ensure resolution * Client-focused, with the ability to build and maintain strong relationships with customers and internal teams * Maintain high-quality documentation of installations and system configurations * Strong organizational skills, with the ability to manage multiple on-site installations and service requests simultaneously * Empathetic, Passionate, Collaborative and Results Focused * Exhibits leadership values * Experience with both on premise and cloud based phone system installations * Ideally qualified in CompTIA Network+ and Certified Wireless Network Administrator (CWNA), * Understanding of ITIL frameworks and best practices * Must hold a UK Driving Licence and be willing to travel throughout the UK * Minimum of 2 years’ experience in telephone system installation and maintenance. |
| **Benefits:** |
| * You will be provided with a Company Van with Fuel Card * 22 days annual holiday + 8 bank holidays * Loyalty Holidays * Pension with Employer contributions * Medicash Health Benefit * On-site free parking * The opportunity to grow and develop skills * Company Events and Incentives |