

JOB TITLE	Provisioning Administrator	PRIMARY LOCATION	Inverness
DEPARTMENT	Provisioning	HOURS OF WORK	Mon - Fri, 9am – 5pm/ 9:30am – 5:30pm
SALARY	Dependent on experience	CONTRACT TYPE	Permanent
HIGHNET			
<p>We provide a wide range of innovative and progressive telecommunications solutions, products and services to business across the UK through our dedicated Channel Partners. We are an Internet Service Provider and built our own ISP network - Scotland's first business-only next generation IP network.</p> <p>We are accredited with both Investors in People and Investors in Young People and have a strong commitment to staff training and development.</p> <p>Our staff take great pride in ensuring that every client gets a best in class experience; this makes our customer retention one of the highest in the telecoms industry. Each team has specialist skills ensuring that we remain experts in our field and drive long-term business relationships.</p>			
JOB DESCRIPTION			
<p>RESPONSIBILITY Reporting to the Provisioning Manager, you will be responsible for ensuring customer orders are placed accurately and efficiently. You will be responsible for coordinating the various stages and aspects of the order including inputting the customer needs in to relevant supplier portals, communicating progress to the customer, supplier and other relevant HighNet departments and taking necessary action to progress orders in a timely manner.</p> <p>MAIN DUTIES*</p> <ol style="list-style-type: none"> 1. Placing customer orders based on the requirements given via partners and sales team 2. Accurately inputting customer details into internal systems and supplier portals 3. Liaising with suppliers to ensure efficient progression of orders 4. Communicating progress of orders with customer and relevant HighNet departments 5. Answering incoming calls and queries from customers regarding orders <p>ADDITIONAL DUTIES*</p> <ol style="list-style-type: none"> 1. Providing support for additional teams and answering overflow calls during busy times 2. Updating training documents in line with changes to processes, suppliers and products <p><i>*This list is not exhaustive, and all personnel may be required to perform duties out with their normal responsibilities from time to time.</i></p>			
REQUIRED SKILLS	ESSENTIAL	DESIRABLE	
EDUCATION & TRAINING		<ul style="list-style-type: none"> • Project management, e.g. PRINCE2 • Microsoft Office training 	
RELEVANT EXPERIENCE	<ul style="list-style-type: none"> • Experience in a customer service environment 	<ul style="list-style-type: none"> • Experience in telecoms industry • Data input experience 	
SPECIAL SKILLS	<ul style="list-style-type: none"> • Excellent communication skills, both verbal and written 		
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Adaptable to change and comfortable working in a fast-paced environment 		
<p>The successful candidate will have the passion and determination to deliver a best in class service to all customers. They will be a strong team player with innovative thinking but will be equally comfortable taking ownership of their tasks and working under their own initiative.</p>			

To apply for this position please email your CV to recruitment@highnet.com