

<b>JOB TITLE</b>	Support Technician	<b>PRIMARY LOCATION</b>	Inverness
<b>DEPARTMENT</b>	1 <sup>st</sup> Line Support	<b>HOURS OF WORK</b>	Monday - Friday 8am-4.30pm/9am-5.30pm <i>occasional on-call support required</i>
<b>SALARY</b>	Negotiable	<b>CONTRACT TYPE</b>	Permanent

#### **HIGHNET**

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.

We are accredited with both Investors in People and Investors in Young People and have a strong commitment to staff training and development.

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.

#### **JOB DESCRIPTION**

##### **RESPONSIBILITY**

Managing fault and support cases from point of being raised through to point of resolution, within SLA. This includes our broadband, FTTC, Ethernet, hosted voice, SIP, ISDN and Analogue products.

##### **MAIN DUTIES\***

1. Logging faults and technical support related enquiries for our voice and data products on our CRM system, and raising with the appropriate Supplier where necessary
2. Troubleshooting and investigating cases, which includes on-site visits if required
3. Testing faulty returned equipment and arranging replacements
4. Monitoring our Managed Router services to detect and investigate any early indications of potential problems and take action to resolve
5. Working closely with our internal Network Operations Team to resolve data issues
6. Maintaining regular contact with our Partners and/or customers during ongoing case management
7. Building RADIUS details on our RADIUS server for our broadband customers
8. Keeping our Billing Team updated with any billing requirements
9. Configuring Zyxel/Cisco/Draytek routers for our broadband and Ethernet products

##### **ADDITIONAL DUTIES\***

1. Supporting and delivering hosted voice installations
2. Router installations for our broadband and Ethernet products

*\*This list is not exhaustive, and all personnel may be required to perform duties out with their normal responsibilities from time to time.*

REQUIRED SKILLS	ESSENTIAL	DESIRABLE
<b>EDUCATION &amp; TRAINING</b>	<ul style="list-style-type: none"> <li>• Strong numeracy skills</li> <li>• Knowledge of Microsoft Office.</li> </ul>	<ul style="list-style-type: none"> <li>• Excel Advanced certification</li> <li>• Knowledge and experience with Linux based programming</li> </ul> <p>One or more of the following certifications:</p> <ul style="list-style-type: none"> <li>• LINX (e.g. LINX Accredited Internet Technician 1/2)</li> <li>• Cisco (e.g. CCENT/CCNA)</li> <li>• Juniper (e.g. JUNOS)</li> </ul>
<b>RELEVANT EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Previous experience in a service desk environment</li> <li>• Experience working on WANs/LANs</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and experience of configuring Cisco/Zyxel/ Draytek routers</li> <li>• Experience in the telecoms industry</li> <li>• Experience in providing on-site customer support</li> </ul>
<b>SPECIAL SKILLS</b>	<ul style="list-style-type: none"> <li>• Driving license as occasional on-site visits may be required</li> <li>• Excellent communication skills, both verbal and written.</li> <li>• Strong data entry skills and attention to detail.</li> </ul>	
<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](mailto:recruitment@highnet.com)