JOB DESCRIPTION

**Infrastructure Delivery Technician**

Responsible to: Head of Projects and Process

Immediate Subordinates: None

Salary: £27,000 to £30,000 plus benefits

**Overview**

Based in the North-West, TNP are looking for an enthusiastic, high calibre Infrastructure Delivery Technician to join our dynamic company.

You should have an interest in computer networking, a logical approach to problem solving, planning and good

interpersonal communication skills.

**MAIN FUNCTION**

Working as part of project delivery team you will be required to install, commission, maintain, support and de-commission IT network infrastructure remotely and from a range of locations across the UK. An ability to install physical network infrastructure would be needed to carry out this role.

A background in electrical installation or engineering would be useful to take into this role.

**SPECIAL CONDITIONS**

The company's 24x7 support commitments may require participation in a rota based, on-call system that will result in

callouts outside of standard working hours.

A Disclosure and Barring Service (DBS) clearance is a condition of initial appointment and ongoing employment.

The role may involve working at height and in confined spaces. If applicable, the applicant may be expected to

complete an Advanced Industrial Climber course.

This post requires the ongoing possession of a full, valid driving licence.

**CONTACTS**

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| **Name/organisation** | **Reason** | **Approximate Frequency** |
| Head of Projects and Process or nominated representative | Day to day management, directions & instructions | Daily |
| Head of Projects and Process | Performance monitoring | Weekly |
| Head of Projects and Process | Reviews | Quarterly |
| TNP Internal | Team work | Daily |
| Customers & Partners | Design, Installation, audits, fault investigation and rectification; liaison and problem solving, | Daily |
| Network providers & Hardware  Vendors | Fault escalation and support | As Required |

**MAIN DUTIES**

1. Provision of technical support for network and infrastructure faults, as directed, ensuring prompt rectification. This may require 24x7 call-out rota working.
2. Assistance, as directed, in the maintenance of network infrastructure owned or managed by TNP. This includes

passive elements such as cabling and active elements such as switches, routers, firewalls etc,

1. Installing infrastructure solutions incorporating a range of physical infrastructure including (but not limited to) passive and active fibre, microwave radio, CAT5, Indoor / Outdoor WiFi and xDSL.
2. Testing and diagnostics/fault tracing of fibre, CAT5/6 and copper WAN technologies such as EFM/FTTC
3. Through TNP Operations desk or direct instruction, undertaking 2nd line support at customer premises.
4. Assisting the full lifecycle of infrastructure projects including requirements gathering, quoting and delivery.
5. Where required, working with internal TNP resources to deliver infrastructure projects.
6. Maintaining high levels of professional conduct, including but not limited to, cooperative engagement in tasks set, the exercising of initiative to suggest through line managers improvements to the service provided, and clear and professional styles of communication at all times.
7. Assisting in the evaluation and testing of new technologies, as directed.
8. Providing day-to-day support of internal and external projects including liaison with other sites as necessary.
9. Attendance at and reporting to appropriate internal and external meetings.
10. Such other duties appropriate to the grade as may be directed by the Board of TNP or by its nominated representatives.

**Person Specification**

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| **Criteria** | **Essential / Desirable** | **Application form / Interview** |
| Full UK Driving License | Essential | Application Form |
| Knowledge of fibre networks – installation, diagnostics (OTDR etc.) and fibre infrastructure planning including duct/external | Desirable | Interview |
| Basic understanding of TCP/IP Networks | Desirable | Interview |
| Ability to work at height (IPAF and Industrial Climber), and confined spaces | Desirable | Interview |
| Understanding of electrical principles and testing | Essential | Interview |
| Knowledge of WiFi | Desirable | Interview |
| Knowledge of fibre technologies (CWDM/ DWDM) | Desirable | Interview |
| Knowledge of radio networks and conducting of line of sight surveys | Desirable | Interview |
| Knowledge of copper networks – installation/testing, delivery of a copper-based WAN etc. | Desirable | Interview |
| Qualified to work at height (IPAF and Industrial Climber), and confined spaces | Desirable | Application form /  Interview |
| Excellent communication skills, both written and verbal  coupled with an ability to maintain confidentiality | Essential | Application form /  Interview |
| Enthusiasm and a demonstrated capability for problem  solving with an ability to identify, prioritise and focus on key  issues | Essential | Application form /  Interview |
| Ability to work both independently and as part of a team,  with minimum day-to-day supervision. Commitment to  approaching tasks with flexibility, proactivity and completion  to a high quality of workmanship | Essential | Interview |
| A flexible approach to areas of work which will include  participation in an out-of-hours on-call rota as well as  occasional work outside of standard office hours | Essential | Interview |
| Commitment to undergo further training through operational  requirements and personal development | Essential | Interview |