



Vacancy

JOB TITLE

Engineering and Service Manager

DEPARTMENT

Reports to Managing Director

LOCATION

Camberley, Surrey

JOB BRIEF

iCS is an established B2B Telecoms supplier. We have been established since 1989 and are located on the borders of Surrey, Berkshire and Hampshire. We employ over 30 staff. We provide a combined platform of telephony products, including on site and cloud hybrid solutions, VoIP, SIP, lines, calls and Connectivity. For further information please visit www.icscomms.co.uk

The Engineering and Service Manager reports to the Managing Director and has direct responsibility for managing and motivating the team of service delivery and support specialists ensuring first class service and post-sales support to all iCS Communications customers. The team manage the maintenance and repair of complex network, hosted and fixed telephony systems, data services and mobile. You will be expected to pull together the necessary internal and external resources to ensure we can always make this happen. We are an ISO registered company and much of this revolves around the quality of our installation and maintenance activities for which you will have a direct responsibility. You will need to be familiar with the processes involved with the ISO in order to ensure best practise is delivered internally and externally. You will be expected to maintain records relating to this and present them for audit.

RESPONSIBILITIES

- You are expected to manage the field and support engineering teams to ensure first class installation, support, maintenance, and customer service are delivered at all times.
- Create and maintain training plans for each member of the team and ensure training is received in line with new and existing product requirements and individual training needs.
- Carry out employee appraisals, promotions and terminations based on performance reviews.



- Plans and formulates aspects of research and development proposals such as objective or purpose of project, applications that can be used from findings, costs of project, and equipment and human resource requirements.
- Oversees key projects, processes and performance reports, data and analysis. Plans documentation system.
- Develops, determines and implements policies, procedures and programs.
- Approves and submits proposals considered feasible to management for consideration and allocation of funds or allocates funds from the department budget.
- Develops and implements methods and procedures for monitoring projects such as preparation of records of expenditures and research findings, progress reports, and staff conferences to inform management of current status of each project.
- Working with the manufacturing, operations and quality manager, reviews and monitors quality and process improvements and new product development.
- Reviews operations and plans to meet requirements for sales planning and to ascertain engineering requirements.
- Recommends budgets to management, including staff use, technology, facility and equipment requirements or improvements.

REQUIREMENTS

- Manage customers with escalating issues within the department and assist the engineers by liaising with the customers and manufacturers to achieve a timely resolution. When needed re-assign jobs to more skilled or appropriate members of the team to achieve a fast fix time for the customer.
- Proactively manage our out of hours' maintenance, fraud notifications and major system outages and ensure they are handled promptly.
- Ensure contract SLA's are maintained at all times.
- Provide input into the pre-sales process and act as a lead on support and service issues, strategy and approach.
- Set clear objectives, evaluate progress with focus on team work and ownership for resolving customer issues.
- Encourage open communication between team members, suggesting and driving forward ideas about how the team can work better together.
- Remain aware of new product developments, providing input and tactical direction to the business on customer service and support challenges.
- Ensure adequate maintenance equipment and spares are available and maintained to agreed standards to meet the needs of our maintenance customers within contract SLA's.
- Ensure high quality, up-to-date documentation exists for all supported products.
- Adhere to the company Health and Safety policy at all times.



- Excellent client-facing and internal communication skills.
- Excellent written and verbal communication skills.
- Solid organisational skills including attention to detail and multitasking skills.
- Experienced user of MS Office toolset (Word, Excel and PowerPoint).

NOTE

This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organisation.

HOW TO APPLY

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