



Vacancy

JOB TITLE

Telecoms Installation Engineer

DEPARTMENT

Reports to Engineering and Service Manager

LOCATION

Field based

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, cloud and hybrid solutions, VoIP, SIP, lines, calls and Internet. For further information please visit www.icscomms.co.uk

Our Field Engineers play a key role in delivering successful telephony projects for our customers. We are looking for someone with a proven telecoms installation background and a good eye for detail who is passionate about their work, to join our highly experienced field based engineering team. If you're an experienced Installation Engineer and interested in a new challenge that will expand your expertise, we'd like to hear from you.

RESPONSIBILITIES

- Installation and onsite delivery of telephony solutions, including remote set up planning.
- Performing detailed site surveys and preparing quality written reports and for review after the survey.
- Finding creative solutions to the challenges of network design, mobile communications, data service requirements and internet and network signalling protocols.
- Working to tight timescales as part of a high-performing team.
- Completing timely and accurate on the job internal paperwork.
- Completing external paperwork with the customer.
- Proactive advising and liaising with internal and external customers
- Proactively escalating and service delivery issues with both the customer and internal departments.
- Identifying any product up sell opportunities.



- Attending training and seminars to keep up to date with the latest developments.
- Providing technical guidance to colleagues and other teams.
- Ad hoc help on the technical support desk, if and when required.

REQUIREMENTS

- Experience in installation and programming of current telephone systems and hosted solution.
- Experience on Avaya, Panasonic and/or Splicecom Systems would be a definite advantage. Up-to-date training and certification on relevant systems.
- Practical knowledge of IP networking including deploying firewalls and routers and switches.
- Understanding of MPLS and large routed multi-site telephony networks.
- Skilled in deploying PSTN, ISDN & SIP trunking.
- Experience installing and maintaining telephony and structured cable.
- Some knowledge of virtualisation and VMware preferred but not essential.
- Good analytical and problem-solving skills.
- Ability to work under pressure.
- Full clean UK driving licence.
- Excellent customer service skills
- Excellent written and verbal communication skills.
- Solid organisational skills including attention to detail and multitasking. Ability to work independently and using initiative.
- Experienced user of MS Office toolset.

WORKING HOURS

Telecommunications engineers work 08:00 to 18:00. However, to meet project delivery targets, you may be required to work extra hours from time to time. Travel across the country may also be required to meet the need of the project.

WHAT TO EXPECT

- Three month probation period.
- 20 days annual holiday plus bank holidays.
- Entry into the company pension scheme (on successful completion of probation).
- Sign written company van.
- Laptop and mobile phone.
- Friendly supportive working environment.



www.icscomms.co.uk

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HOW TO APPLY

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www.icscomms.co.uk