



Title: Support Engineer	Reference: HW25-004
Department: Support Service	Hours: 38.75
Division/Location: Wigan Office WN3 6XP	Permanent
Reporting to: Technical Service Support	
Benefits: Competitive salary, 22 days holiday per annum (plus public holidays) increasing by 1 day per year up to a maximum of 25 day per annum, Pension Scheme, Company contractual sick pay scheme, Private Medical & Cycle to work scheme.	
About the Company	
<p>Established in 2011 Fourteen IP Communications is one of the leading global providers of specialist voice and data solutions to the Hospitality Industry. We are a people centric company who are proudly accredited by Investors in People. We believe that people are at the heart of everything we do, and believe in treating our colleagues, customers, and partners like family.</p> <p>At Fourteen IP we are passionate about our Innovation and communication and continuously strive to develop new ideas and solutions that will benefit our customer and our people, it is our vision to create the most innovative solutions for the hospitality industry, enabled by people and power by AI and data intelligence.</p> <p>If you are looking to take the next step in your career, working in an environment that will allow you to both develop and challenge yourself then this is the role for you. The successful candidate will become an integral part of the business, helping to deliver exceptional levels of customer service and innovation.</p>	
Job Purpose	
<p>The purpose of a Fourteen IP Communications Ltd Support Engineer is to provide remote support to Customers & their Field based colleagues in relation to products and services provided by the organisation. The Support Engineer will also ensure that client solutions maintain operational continuity through fault analysis and by conducting proactive monitoring activities in line with organisational and contractual service level agreements.</p>	

Main Duties & Responsibilities

- A Support Engineer is required to work with the equipment, hardware and services supplied and supported by the company and those which are primarily located on customer premises.
- Understand how telecommunications equipment and services work, be equipped to handle disruptions of service and establish solutions to deal with challenges as they may arise as part of the role.
- Understand VOIP. Knowledge SIP call flows and the ability to identify faults using pcaps and network traces.
- Familiar with network and Wi-Fi equipment, including VLAN setup and switch security configurations.
- Will take incoming support calls and emails, log new tickets and update customers verbally and through email.
- Responsible for live fault finding with customers.
- Will work through the support queue and pick up any new cases.
- Responsible for closing tickets within customer SLA. Escalate with senior techs if training and/or guidance is needed.
- Be required to configure and pre-build voice and data solutions prior to installation at customer premises. Ensuring process is followed and all documentation is correct and stored centrally.
- Join the On-Call rota, responding to emergency calls, providing out of hours support both on site and remote to customers.
- Establish and maintain effective interpersonal relationships with colleagues and those contacted during work.
- When required provides training, coaching and professional development to members of the team in order to enhance their knowledge and skills.
- Complete required training for the post and strive to meet development objectives.
- Responsible (if applicable) for maintaining any technical or professional qualifications required for the post.
- Work towards the 'Fourteen Way'
- Perform any other / or additional duties as dictated by the needs of the business.

Key Performance Indicators

- Achievement of all customer SLAs. Accurate and sufficient detail populated in all areas of Salesforce.
- Customer Satisfaction, Complaints, Commendations.
- Pre-builds completed as per the internal Planner process. All tasks updated as and when complete.
- Chargeable cases identified and case updated accordingly.



- Any increases or decreases to licences to be identified at case level and fed through to Finance.
- Part Requests created for any stock taken out of the UK/US stock warehouse location.
- Re-certification and retention of accreditation in relation to current accreditations in role.
- A minimum of one business, process or technical improvement to be implemented before the end of each 12-Month period.
- Continuous improvement in totals of outgoing calls to customers.
- 75% of incoming calls answered per month.
- Ensure call centre availability unless assigned a specific task.
- Taking ownership and monitoring escalations through to conclusion, whilst keeping the customer fully informed of the progress.

Successful Candidates

Will have previous experience in Tech support roles and have worked with hosted telephony systems. They must possess excellent IT skills including Excel and Microsoft Office, be highly organised with the ability to prioritise workload and provide administrative support to multiple projects, working in a fast-paced environment with strong communication skills.

To be considered for this role please send a covering letter along with a copy of an up-to-date CV to helen.waterworth@14ip.com