



Job Description

Full-Time UK Unified \Communications Field Engineer

Location: Ideally located within 1 hour's travel of London but must be prepared to travel extensive both nationally and internationally.

Hours: Full time (38.75 per week)

Salary: Competitive compensation based on experience

Benefits: Up to 25 days Holiday with length of service, Pension Scheme, Company Contractual Sick Pay Scheme. Private Medical, Cycle to Work Scheme.

About Fourteen IP

Established in 2011 Fourteen IP Communications is a global leader in providing AI and cloud telephony solutions to the hospitality industry. Trusted by world-renowned hotel brands including Marriott, Hilton, Hyatt, and Accor, we help properties enhance guest experience and streamline operations across more than 3,000 hotels worldwide.

We are a people centric company who are proudly accredited by Investors in People and believe that people are at the heart of everything we do. We believe in treating our colleagues, customers, and partners like family, and are passionate about our Innovation and communication, and continuously strive to develop new ideas and solutions that will benefit our customer and our people, our vision is to create the most innovative solutions for the hospitality industry, enabled by people and power by AI and data intelligence.

If you are looking to take the next step in your career and want to work in an environment that offers supportive leadership in an evolving industry, with long term career opportunities then this is the role for you.

Role Overview

As our company continues to grow, we are looking to expand our existing Engineering team. The successful applicant will specialise in **Mitel** and will take ownership of servicing and maintenance for our Mitel estate and associated applications, as well as working with our cutting edge hosted communications.



platform Evolution Voice. You will be responsible for both remote and on-site installation, configuration and support working on a variety of projects and clients to ensure that service levels are consistently met.

Key Responsibilities

- Install, configure, and maintain Mitel phone systems and related applications across our customer base.
- Install, configure, and maintain Evolution Voice hosted platform services as part of our growing Cloud Based Unified Communications offering.
- Lead projects when required, ensuring timelines, technical quality, and customer expectations are met.
- Perform diagnostic work on fault cases including Wireshark analysis (VOIP monitor), debugging on logs and traces.
- Attend site to complete thorough pre-Installation survey's working closely with sales, operations teams, and customers.
- 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.
- Assess situations, solve problems, and apply solutions within adequate time scales.
- Contributing to the development, documentation, and delivery of in-house technical training courses as and when required.
- Attend customer meetings to fully understand requirements, surveys, project scope, and health & safety obligations.
- Provide escalation support to colleagues on complex technical issues.
- Manage technical queries from start to resolution, ensuring timely updates and excellent communication.
- Work closely with fellow engineers to feedback recurring technical issues for process or knowledge improvements.
- Contribute to 24/7 out-of-hours call-out rota when required.
- Build strong professional relationships with customers, suppliers, and internal teams to support smooth delivery.
- Perform device & application assessments and onboarding testing as part of the wider Evolution Voice onboarding procedures.
- Perform any other / or additional duties as dictated by the needs of the business.

Key Skills & Experience Essential

- Proven product knowledge and hands-on experience with Mitel systems and relevant applications.
- Strong telecommunications knowledge, including IP networking (IP addressing, routing, DHCP, SIP trunking) and diagnostic tools (e.g., Wireshark).
- Understands SIP message flow and how to program SIP end devices.
- Be able to take and read advance logs and de-bugging to locate root cause of faults.
- Ability to follow UC best practices to ensure excellent customer service and effective ticket management.
- Excellent verbal and written communication skills.
- Commercial awareness and understanding of how technical delivery impacts business outcomes.
- A proactive, solutions-focused approach with strong problem-solving skills.
- Proven ability to build rapport with peers, customers and vendors to commission solutions or resolve issues efficiently.

Desirable

- Exposure to hosted UC platforms (e.g., Broadworks), Wi-Fi solutions (Aruba, Ruckus), or enterprise networking (HP, Cisco).
- Experience completing Wi-Fi heat map surveys and audits using specialist tools such as Ekahau or similar.
- Experience with other 14IP service offerings – full training provided for the right candidate.
- while contributing to a high-performing team.
- Experience using **Salesforce** would be an advantage but is not essential.

Successful candidate will be **ambitious, customer focused and highly organised individual** with the ability to prioritise workload and support multiple projects in a fast passed environment.

How to Apply

Please send your CV and covering letter to Neil.finnerty@14ip.com or visit www.14ip.com to learn more about our business.