



Job Description

Full-Time Senior Networking Engineer

Location: Office/Remote Dependent on Experience

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 Gold Standard** 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 have a fantastic opportunity for a highly capable Senior Networking Engineer to join the Fourteen IP team.



As a Senior Networking Engineer you will possess advanced technical knowledge and expertise in relation to the design, configuration, deployment, testing, support and monitoring of voice and data solutions. As well as providing remote technical support to your colleagues on the products and services provided by the organisation. This support is provided in line with the relevant industry, client, and organisational standards and in accordance with site specific documentation.

Senior Networking Engineers will also undertake mentoring and training activities in relation to less experienced technical personnel, to ensure that their work is also delivered to the highest standard. Senior Networking Engineers ensure that client solutions maintain operational continuity through high level fault analysis and investigation and by conducting proactive monitoring activities in line with organisational and contractual service level agreements.

Key Responsibilities

- The senior network Engineers are an escalation point for the support engineers. Taking ownership and responsibility for the timely investigation and resolution of technical escalations
- Will perform diagnostic work on fault cases including Wireshark analysis (VOIP monitor), debugging on logs and traces.
- Will escalate when they believe the fault is on the platform and not local site issues.
- Will (if required) take over a case and be the point of contact for the customer and account managers.
- Will attend calls with customers, network engineers, or 3rd parties to review issues.
- Will assist 1st line and 2nd line techs if training and/or guidance is needed.
- Will highlight training concerns to line managers.
- 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.
- Assess situations, solve problems, and apply solutions within adequate time scales.
- Complete required training for the post and strive to meet development objectives.
- Contributing to the development, documentation, and delivery of in-house technical training courses as and when required.
- Establish and maintain effective interpersonal relationships with colleagues and those contacted during work.
- On Call, responding to emergency calls, providing out of hours support both on site and remote to customers.



- Provide Pre-Sales technical support to colleagues requiring assistance with equipment, hardware or service configurations and functionality. When required liaise directly with customers or prospective customers in relation to the same.
- Offer expertise within the team for the resolution of technical incidents and problems.
- When required provides training and professional development to members of the team in order to enhance their knowledge and skills. At times it may be necessary to provide the relevant training on the use and functionality of hardware, equipment, and services to customers and other relevant third parties.
- Work towards the 'Fourteen Way.'
- Perform any other / or additional duties as dictated by the needs of the business.

Key Skills & Experience

- Have an advanced understanding of how voice and data communication equipment works.
- Understanding SIP message flow and how to program SIP end devices.
- Be able to take and read advanced logs and de-bugging to locate the root cause of faults.
- CCNA (or equivalent) accredited-Advanced understanding of network and switching.
- Strong communication, customer service, and interpersonal skills, with the ability to explain technical concepts clearly.
- Experience with major networking and Wi-Fi vendors such as HP/Aruba, Cisco, Ruckus, WatchGuard (others an advantage).
- Strong organisational skills with high attention to technical detail and documentation.

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 helen.waterworth@14ip.com quoting reference O2/26/SNE or visit www.14ip.com to learn more about our business.