



## Job Description

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### Full-Time Support Coordinator – Porting, Provisioning & Maintenance

**Location:** Office (Wigan)

**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.

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### 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.

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### Role Overview

As our company continues to grow, we have a fantastic opportunity for a Support Coordinator to join the Fourteen IP team.

As a Support Coordinator, you will ensure that Porting, Provisioning & Maintenance requests are processed in line with company procedures and standards. You will



also be a member of the Service team dealing with incoming customer queries and small customer quotes.

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## Key Responsibilities

### Porting

- Submit and process porting orders (Worldwide) with correct documentation.
- Work with carriers and project managers to complete port orders.
- Ensure ports and provisioning orders are completed within agreed SLAs.
- Identify and resolve porting/provisioning rejections promptly.
- Order new numbers and provision emergency service numbers.
- Maintain accurate records in CRM and billing platforms.

### Provisioning

- Set up Maintenance Contracts on Sales Force.
- Generate maintenance invoices in line with relevant payment terms.
- Manage contract renewals
- Manage de-installation of SIP sites
- Provide 120-day analysis to Account Managers on sites due for renewal.

### Customer Support

- Receive and log customer support requests in real time via phone/email.
- Coordinate moves, additions, and changes (MAC) in line with SLAs.
- Produce accurate quotations, estimates, and proposals for chargeable works.
- Respond to and escalate customer queries professionally.

### Administration & Reporting

- Ensure documentation for all orders and support requests is complete and accurate.
- Generate invoices for chargeable works in line with payment terms.
- Create and analyse support-related reports and KPIs.
- Maintain accurate data in Salesforce and other systems.

### Collaboration & Continuous Improvement

- Communicate regularly with customers, suppliers, and internal teams.
- Contribute to process improvements and KPI achievement.
- Working towards the 'Fourteen Way'
- Performing any other / or additional duties as dictated by the needs of the business.



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## Key Skills & Experience

- Previous experience in porting and/or provisioning within IT/Telecoms is preferred but not essential
  - Strong IT skills (Excel, Microsoft Office, CRM systems)
  - Ability to work in a fast-paced environment and meet deadlines
  - Excellent communication and interpersonal skills
  - Highly organised with strong attention to detail
  - Team player with a proactive, positive attitude
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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.

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## How to Apply

Please send your CV and covering letter to [helen.waterworth@14ip.com](mailto:helen.waterworth@14ip.com) quoting reference O2/26/SNE or visit [www.14ip.com](http://www.14ip.com) to learn more about our business.