

## JOB DESCRIPTION

### Infrastructure Delivery Technician

Responsible to:	Head of Projects and Process
Immediate Subordinates:	None
Salary:	£28,000 to £31,000 plus benefits

#### Overview

Based in the North-West, TNP are looking for an enthusiastic, high calibre Infrastructure Delivery Technician to join our dynamic company.

You should have an interest in computer networking, a logical approach to problem solving, planning and good interpersonal communication skills.

#### MAIN FUNCTION

Working as part of project delivery team you will be required to install, commission, maintain, support and de-commission IT network infrastructure remotely and from a range of locations across the UK. An ability to install physical network infrastructure would be needed to carry out this role.

A background in electrical installation or engineering would be useful to take into this role.

#### SPECIAL CONDITIONS

The company's 24x7 support commitments may require participation in a rota based, on-call system that will result in callouts outside of standard working hours.

A Disclosure and Barring Service (DBS) clearance is a condition of initial appointment and ongoing employment.

The role may involve working at height and in confined spaces. If applicable, the applicant may be expected to complete an Advanced Industrial Climber course.

This post requires the ongoing possession of a full, valid driving licence.

#### CONTACTS

Name/organisation	Reason	Approximate Frequency
Head of Projects and Process or nominated representative	Day to day management, directions & instructions	Daily
Head of Projects and Process	Performance monitoring	Weekly
Head of Projects and Process	Reviews	Quarterly
TNP Internal	Team work	Daily
Customers & Partners	Design, Installation, audits, fault investigation and rectification; liaison and problem solving,	Daily
Network providers & Hardware Vendors	Fault escalation and support	As Required

## MAIN DUTIES

1. Provision of technical support for network and infrastructure faults, as directed, ensuring prompt rectification. This may require 24x7 call-out rota working.
2. Assistance, as directed, in the maintenance of network infrastructure owned or managed by TNP. This includes passive elements such as cabling and active elements such as switches, routers, firewalls etc,
3. Installing infrastructure solutions incorporating a range of physical infrastructure including (but not limited to) passive and active fibre, microwave radio, CAT5, Indoor / Outdoor WiFi and xDSL.
4. Testing and diagnostics/fault tracing of fibre, CAT5/6 and copper WAN technologies such as EFM/FTTC
5. Through TNP Operations desk or direct instruction, undertaking 2nd line support at customer premises.
6. Assisting the full lifecycle of infrastructure projects including requirements gathering, quoting and delivery.
7. Where required, working with internal TNP resources to deliver infrastructure projects.
8. Maintaining high levels of professional conduct, including but not limited to, cooperative engagement in tasks set, the exercising of initiative to suggest through line managers improvements to the service provided, and clear and professional styles of communication at all times.
9. Assisting in the evaluation and testing of new technologies, as directed.
10. Providing day-to-day support of internal and external projects including liaison with other sites as necessary.
11. Attendance at and reporting to appropriate internal and external meetings.
12. Such other duties appropriate to the grade as may be directed by the Board of TNP or by its nominated representatives.

## Person Specification

Criteria	Essential / Desirable	Application form / Interview
Full UK Driving License	Essential	Application Form
Knowledge of fibre networks – installation, diagnostics (OTDR etc.) and fibre infrastructure planning including duct/external	Desirable	Interview
Basic understanding of TCP/IP Networks	Desirable	Interview
Ability to work at height (IPAF and Industrial Climber), and confined spaces	Desirable	Interview
Understanding of electrical principles and testing	Essential	Interview
Knowledge of WiFi	Desirable	Interview
Knowledge of fibre technologies (CWDM/ DWDM)	Desirable	Interview
Knowledge of radio networks and conducting of line of sight surveys	Desirable	Interview
Knowledge of copper networks – installation/testing, delivery of a copper-based WAN etc.	Desirable	Interview
Qualified to work at height (IPAF and Industrial Climber), and confined spaces	Desirable	Application form / Interview
Excellent communication skills, both written and verbal coupled with an ability to maintain confidentiality	Essential	Application form / Interview
Enthusiasm and a demonstrated capability for problem solving with an ability to identify, prioritise and focus on key issues	Essential	Application form / Interview
Ability to work both independently and as part of a team, with minimum day-to-day supervision. Commitment to approaching tasks with flexibility, proactivity and completion to a high quality of workmanship	Essential	Interview
A flexible approach to areas of work which will include participation in an out-of-hours on-call rota as well as occasional work outside of standard office hours	Essential	Interview
Commitment to undergo further training through operational requirements and personal development	Essential	Interview