

Job description

Job Title: SOC Engineer (Level 1)

Location: Abingdon - HO

Department: Service Management

Position Reports To: SOC Lead

Company Overview

Gigaclear is a high growth company delivering fibre-optic broadband to underserved rural communities in England. Started in 2010, the company is expanding rapidly across England. With head offices based in Abingdon, Oxfordshire and a significant proportion of staff based in the field Gigaclear currently has over 280 employees and is pursuing ambitious growth plans.

Gigaclear has recently invested in standing up a Service Management function. This role will be focused supporting a 24/7/365 Network Operations with the ability to triage faults with the aim of delivering timely fixes along with working with suppliers and delivery teams to mitigate future occurrences. This is a great opportunity to join a fast-growing team who are full of energy, pride and ambition to deliver a world class service to our customers through simple intelligent processes and technologies.

Purpose of the job

The objective of the role is to support and maintain Gigaclear's network 24/7/365 working alongside the SOC Team.

Key success criteria are to provide our customers with a World Class service by supporting and maintaining Gigaclear's full fibre network. This will entail enhancing existing and building world class processes and standards along with providing timely and accurate communication to our customers.

Key Accountability & Responsibilities

- Complete day-to-day network administrative tasks.
- Create documentation that support customers and aid fault resolution.
- Remote support of customers with typical infrastructure issues.
- Manage incidents by liaising with third party contractors and other departments within Gigaclear.
- Must be able to work autonomously and within a team.
- Resolving problems in a calm and systematic way.
- Interaction via e-mail & telephone with our customers will form a major part of this position and the successful candidate will be an able communicator with excellent written & verbal communication skills.
- This person must be able to prioritise workload between multiple customer incidents or enquiries.
- The person will be included in the on-call rota after their training has been completed.

Knowledge & Skills

Essential

- Understanding of basic ISP infrastructure (LAN/WAN)
- Ability to coordinate traffic management, excavation, and reinstatement related incidents
- Ability to translate technical issues and solutions to non-technical customers
- Capability to operate in a challenging fast paced environment
- Experience with dispatching and liaising between a field-based team and customers.

Desired

- Strong communication and decision-making skills with the ability to balance conflicting interests
- Coordinate civil works to support planned and unplanned outages
- Proactive and flexible with the ability to adapt their approach to handle varying the types of incidents related to network and civils issues
- Ability to build and maintain strong business and customer relationships

Qualifications & Accreditations

- Degree Level desirable with excellent verbal, written and numerical skill
- ICND1 & ICND2 (desirable)

Our Values

Find a way - we will work together to deliver market-leading solutions and provide customer service excellence to our communities

Do the right thing - we always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues

Be committed - we are all accountable for our actions and work relentlessly with our many customers to deliver on our promises

Keep it simple - we take potentially complex and confusing information and we make it easy for everyone to understand

This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion), subject to the needs of the business and in keeping with the general profile of the role.