



Highlands Wireless & IT Solutions Ltd
Installation/Network Technician
Job Description

Company Overview: Highland Wireless & IT Solutions Ltd are a Wireless Internet Service Provider (WISP) based in Ardgay, where we have our office. We provide superfast broadband, to areas across the Highlands of Scotland. We offer our superfast wireless broadband service to residential and business customers. We also provide a range of other IT services to our customers, this includes; telephony systems, CCTV systems, managed WiFi hotspots and IT consultancy.

Job Title: Installation/Network Technician

Job Type: Full time

Job Salary: £20k-£25k dependant on experience

Job Summary: Highland Wireless & IT Solutions Ltd are seeking Installation/Network Technician to join our growing business based in Ardgay. The ideal candidate will be organised, motivated, articulate, and proactive, with strong attention to detail. The willingness to learn new things and embrace technologies used within the company will greatly help with progression, complemented by the ability to complete tasks under minimal supervision. Previous experience working for other telecommunication companies or satellite-based installers would be advantageous but not essential. Your job role will include both installations and maintenance at residential properties and also commercial premises, in addition to network infrastructure.

As the job role is customer facing, you will be required to present a friendly, helpful, positive attitude at all times. You will also be required to dress appropriately and will be provided with company branded clothing and PPE. Full training will be provided. All tools and equipment will also be provided. Subject to completing probation period a company vehicle will be provided for commuting and on-call use.

Job Responsibilities and Duties:

- Carry out customer site surveys
- Installation, set-up and commissioning of equipment at customer premises
- Installation and upgrade work of network infrastructure
- Management of network infrastructure
- 1st line customer support/troubleshooting (phone, email and onsite)
- Meeting with clients to understand their needs and come up with suitable, innovative solutions
- Monitoring network performance

- Assisting with the day to day running of Highland Wireless
- Out of hours network (upgrades/maintenance) and customer support subject to rota

Desirable Job Skills, Qualifications and experience:

- Confident Working at Heights
- Experience Working with Ladders
- Good Knowledge of using PC/Laptop Software
- Experience mounting aerials, poles and brackets (and the tools required to do so)
- Ethernet/wireless networking (not required, but desirable)
- TCP/IP fundamentals (not required, but desirable)
- Installation of cabling and termination (not required, but desirable)
- Installation of network and computer equipment (not required, but desirable)
- Motivated
- Good communication and people skills
- Practically Minded
- Structured troubleshooting mentality
- Flexible approach to out of hours work

Requirements:

- Excellent knowledge of computer (Windows and Mac) and network systems
- Full driving license and access to a vehicle as we are based in a rural location

Benefits:

- Company Pension scheme
- Statutory holiday entitlement
- On-the-job training will be provided where required

Please send Covering Letter and CV to:

FAO: **Cameron Warren**

Email: recruitment@highlandwireless.co.uk

Post:

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Drovers Square
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