



Highlands Wireless & IT Solutions Ltd
Network Engineer
Job Description

Company Overview: Highland Wireless & IT Solutions Ltd are an Internet Service Provider based in Ardgay, where we have our office. Highland Wireless have recently been acquired by Lothian Broadband Networks and are now part of the Lothian Broadband group. We provide superfast broadband, to areas across the Highlands of Scotland, using fixed wireless access (FWA), 4G and fibre (FTTx). 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: Network Engineer

Team: Operate

Job Type: Full time | **Job Salary:** £25K to £30K dependant on experience

Reporting line: Company Director

Job Summary: Highland Wireless are seeking a Network Engineer to join our growing business. 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 similar would be advantageous. Your job role will include design, build and upgrade of network infrastructure and network management, in addition to both installations and maintenance at residential properties and commercial premises,

The Network Engineer will have a strong working knowledge of ISP networking and radio network use and operation. As the job role is has a customer facing element, 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. A company vehicle may be available for use subject to negotiation and successful completion of probation period.

Job Responsibilities and Duties:

- Maximise network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades, and collaborating with colleagues on network optimisation

- Undertake data network fault investigations
- Provide remote support to on-site engineers and end users/customers during installation
- Provisioning of new equipment for both customers and infrastructure
- Provision and configuration of replacement and upgraded equipment
- Meticulous recordkeeping to ensure CRM and NMS are up to date
- Installation, upgrade, set-up and commissioning of equipment at customer premises and network infrastructure locations
- 1st/2nd line customer support/troubleshooting and ensuring SLA's are met (phone, email and onsite)
- Meeting with clients to understand their needs and come up with suitable, innovative solutions
- Coordination with key stakeholders (landowners, community groups) and sub-contractors
- Out of hours network (upgrades/maintenance) and customer support subject to rota

Desirable Job Skills, Qualifications and experience:

- Good working knowledge of ISP networking, PPPoE, OSPF, BGP
- Good working knowledge and experience of MikroTik and Ubiquiti equipment
- TCP/IP Networking knowledge
- Confident Working at Heights
- Experience mounting aerials, poles and brackets (and use of the tools required to do so)
- Knowledge of ethernet/wireless networking standards
- Installation of cabling and termination
- Ability to build good working relationships with colleagues at all levels and with a range of external parties
- Ability to determine priorities in the continually changing environment of a fast-growing business, and remain calm under pressure
- Ability to work independently in a fast-paced environment. Experience of working in an environment of change would be beneficial.
- Organisational skills and good attention to detail, ability to establish and work to practical & effective procedures
- Structured troubleshooting mentality
- Flexible approach to out of hours work

Requirements:

- Excellent knowledge of computers (Windows and Mac), networking and ISP networks
- 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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