

VERSION 1.1
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JOB DESCRIPTION

TECHNICAL PROJECT ASSISTANT

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MICRON COMMUNICATIONS LIMITED
UNIT 3B COLDHARBOUR BUSINESS PARK
SHERBORNE DORSET DT9 4JW

Title:	Technical Project Assistant
Reports TO:	
Escalation:	

PURPOSE OF JOB ROLE:

This is a pivotal role in the projects team, you will provide technical support to the Project Manager and Project Co-ordinator and assist the Project Manager with project delivery and installation. Ensuring installation of multiple projects are successfully delivered by following the correct processes to ensure consistency, efficiency and deadlines are achieved at every stage.

KEY ACCOUNTABILITIES

Below, are a list of activities / duties generally involved in the role. The list is non exhaustive, and the employee will from time to time be asked to fulfil other duties as directed by the Management Team.

- Assist with projects, to include all elements of a new project that Micron are providing (WiFi, IT, telecoms, Line and connectivity, project management)
- Assist / attend project meetings for active projects and assist / complete required follow up actions
- Carry out pre-configs on small / medium projects and onsite installation
- Understand project timelines to assist / co-ordinate site visits for various elements of major projects making sure scheduled deadlines are achieved
- Assist in general small and medium projects to make sure we're scheduling the required resources for allocated time and other required elements have been organised
- Provide a point contact for technical advice and support for the projects team
- Ensure that your project follows the correct process and that all documentation is collated and complete as per the stage of the project
- Liaise, update and regularly remind the projects team of outstanding items / tasks and stages of the projects, escalate if causing delays or deviations from the project process
- Complete and issue RAMS to the engineers
- Create and ensure the return and update of engineer's notes / site visit forms and follow up any outstanding
- Work with projects team to complete RFI (Request for Information) and follow up
- Gather and collates MER outputs and fill out documents for client submission
- Ensure Micron's standards are upheld for installs
- Making sure everyone is updating the documentation as required
- Send customer feedback queries and record responses on a daily / weekly basis as and when possible
- Be a source of knowledge for the team and a point of escalation, be that technical or projects
- Be open to change, constantly thinking of how we can improve process etc. working closely with the Project Manager and implementing agreed improvements
- Review documentation templates, make recommendations / implement what information is recorded

- Build and maintain strong working relationships
- Validating sales quotes to prevent miss-selling solutions and potentially taking a loss
- Flexibility to travel to customer sites with your own transport

QUALIFICATIONS & EXPERIENCE

- Minimum 2 years’ experience in installing into new builds and refurbishment
- Understanding of project restraints and contractual requirements
- Experience in supporting IT and Wi-Fi technologies
- Experience in Cisco IOS, configuring Cisco network equipment
- Working knowledge of Microsoft operating systems
- Have a solid understanding of how networks operate including experience in IPv4, routing and subnets
- Experience of being part of a Team and providing leadership when needed
- Full UK driver’s license

SKILLS & BEHAVIOURS

- Proven project management across the full lifecycle
- Effective interpersonal and communications skills
- Ability to manage multiple projects at the same time with competing deadlines
- A thorough and organised approach
- Proactive & Self-Motivated
- Ability to work independently and to take responsibility
- Supportive and helpful team member
- Ability to work with a range of internal and external people
- Excellent time management skills
- Flexible and a ‘can-do’ attitude
- Maintain productive, professional and secure working environment

TRAINING

During the course of your employment there will be the opportunity to carry out training to further increase your knowledge. The list below outlines what training is available for your specific role and will be discussed during your reviews.

Internal	Connectivity Training
	Networks Fundamentals
	WiFi Basic Training
	Mitel 3300 Admin Training
	NEC PBX Admin Training
	Legacy Systems

External	Horizon
Self-Study	CISCO CCNA Wireless
	CISCO CCNA Security
	MCSA 365
	MCSA Windows
	MCSA Server
	MCSA Azure
	Ruckus WLAN Field Engineer

The training is not solely limited to the above, certain circumstances may warrant

investment or support in order to facilitate other training useful to the business or your role within it.

I have read and understand all the contents of this job description. This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they currently exist but is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment. Therefore, you may be required from time to time to carry out tasks requested by the Management/Directors.

Employee name: _____

Employee signature: _____

Date: _____

Directors signature: _____

Date: _____