

PREPRARED by: tiNA whitmarsh

micron communications limited

unit 3b coldharbour business park sherborne dorset dt9 4jw

Job description

Project Support Engineer

Version 1.3

August 10, 2023

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| **Title:** | Project Support Engineer |
| **Reports to**: | Technical Manager |
| **Escalation:** | Managing Director |

## PURPOSE OF JOB ROLE:

This is a pivotal role where your technical knowledge and skills will be applied to ensure continuity between the Projects and Support team.

Working closely with the Head of Projects, assisting with project delivery and installation of multiple projects, ensuring installations are successfully delivered by following the correct processes. Prior to project’s completion date, you will provide frequent updates to the Head of Support and the wider team where required.

You will be the first point of contact for the Support team for all technical queries related to new projects that have been signed off, where you are unable to resolve queries escalate to the Head of Projects.

You will also be responsible for all small and medium pre-configs and cases reported in Support queue that are linked to newly completed projects.

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
* Responsible for case management of support desk queue related to new projects
* 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 and Support teams
* 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
* Provide Out of Hours cover or a rota basis
* Create and ensure the return and update of engineer’s notes / site visit forms and follow up any outstanding
* Ensure Micron’s standards are upheld for installs
* Making sure everyone is updating the documentation as required
* Assist with Projects admin as and when required e.g. RAMS, Quality Assurance document
* 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 Heads of Projects and Support and implementing agreed improvements
* Review documentation templates, make recommendations / implement what information is recorded
* Build and maintain strong working relationships
* Liaise with the Sales team providing information and technical advice for quotes when required
* 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
* Proven project management across the full lifecycle
* Experience of being part of a Team and providing leadership when needed
* Full UK driver’s license

SKILLS & BEHAVIOURS

* 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

We will support individuals to maintain their technical knowledge required for them to fulfil the requirements of their role, this will be a combination of internal training, suppliers training and the scope to include professional training courses subject to approval / budget.

Training needs will be identified through 1 to 1’s, annual reviews and development plans, this is not limited to technical knowledge it will include; customer service, soft skills and managerial, these will be discussed and agreed with the Directors and HR.

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.

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HOD / HR signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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