



Job Title	Job Ref. No.	Location
Technician – Telecoms	R4442	Northern Powergrid
Grade	Salary	Closing Date
Industrial	£28,326- £35,680	30 September 2021

Position

An exciting opportunity has arisen for an enthusiastic individual to join our Telecoms Department.

At Northern Powergrid, our vision is to be the best energy company in serving our 3.9 million homes, whilst delivering a sustainable energy solution. As a dedicated technician you will be an integral part of achieving this, while always striving to keep our customers power flowing. You will also be involved in the implementation of the Telecoms systems that will support the ‘Smart Grids’ of the future.

Working primarily within the Telecommunications operations delivery team this role is responsible for supporting the IS Operations Manager (Telecoms) and Lead Engineers in the management of incidents maintenance functions and project implementation. In addition you will support the Telecoms Service desk and associated processes including change requests and service incident SLA performance.

Along with a competitive salary of £28,326 - £35,680, we also offer great benefits such as;

- Enrolment into our pension scheme with employer contributions.
- 25 days holiday
- Participation in personal transport provision.

We’re excited to hear from candidates with a passion for the industry and a desire to succeed. Apply now and we’ll be in touch!

Key Responsibilities

- Ensure delivery of the maintenance and incident functions within telecoms operations
- Provide support for the Telecoms operational and Non-operational Networks
- Provide out of hours support to major incident declarations (MIMP)
- Participate in the Telecommunications out of hour’s standby provision
- Make judgement on fault priorities and restoration strategy using network management tools and the incident reporting systems,
- Ensure following any changes accountable to you, that system records and monitoring accurately reflects the current network configuration
- Comply with all requirements in relation to incident and change control processes.
- Comply at all times with health, safety and environment policies and procedures.
- Understanding and use of system management and monitoring tools to provide reliable service to our internal customers.
- Provide your continual self-development and technical training to maintain an appropriate and current understanding of industry best practices and technology advancements with manufacturer equipment as required.
- Provide appropriate support to other Team members as required.

Key Competencies

- A proven technical background and a keen interest in Telecoms systems and technology in general.
- Knowledge of Incident / Fault management systems and /or service desk environments
- Ability to provide technically orientated user support at a level that is understood by a non-technical user
- Awareness of Network Management tools



- Able to work within small teams.
- Good IT skills

Qualifications & Attributes

Essential Qualifications and Experience

- Educated to Higher Education Qualification (FHEQ) - Level 3 or equivalent

ESSENTIAL EXPERIENCE

- Two Years (2) experience of Incident /Fault management

AND EITHER

- Two Years (2) experience of IP / Telephony Networks

OR

- Two Years (2) experience of working with Telecoms Networks associated with Power Distribution/SCADA environments

Desirable Qualifications and Experience

- ITIL Foundation
- Previous experience of other Telecoms systems e.g. Microwave, Transmission, UHF radio
- Power distribution environments
- Knowledge of incident management systems
- Experience with the configuration and maintenance of MDM applications

ALL APPLICATIONS WELCOME

Please visit our careers website to download an application form and return to us quoting reference numbers R4442. Please note any applications received without the application form will not be progressed.

Applications are invited from people with appropriate experience and qualifications. Applicants are considered on the basis of their suitability for the post irrespective of sex, marriage and civil partnership, sexual orientation, gender re-assignment, race, age, disability, religion or belief and pregnancy and maternity.

Northern Powergrid recruits on ability and ability alone.