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OUTLINE JOB DESCRIPTION Aerial Installer

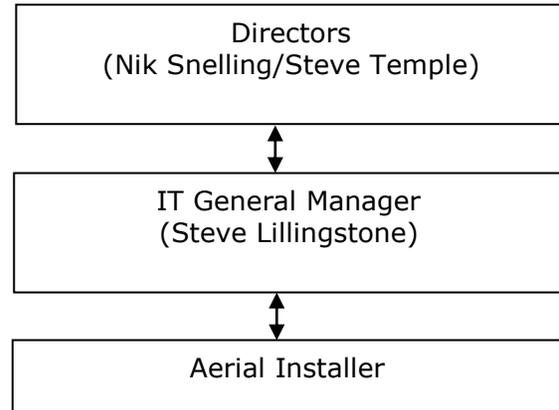
Business Context:

InTouch Systems is the region's premier I.T. solutions provider.

Based in Norwich for over 20 years. We have comprehensive expertise of complex I.T. systems for commercial, governmental and educational organisations. We are customer focused; offering tailor-made features, such as flexible options for in-house and/or external support services.

Our customer base ranges from individuals requiring broadband services through to large commercial organisations.

Organisation/ Reporting Structure:



Location: 36 Hurricane Way, Norwich, NR6 6HU.

JOB PURPOSE / KEY RESPONSIBILITIES:

Aerial/Satellite installers are responsible for the smooth running of clients' WISP/Satellite internet connectivity services and ensuring users get maximum benefit from them, tasks include:

- Installing and configuring WISP/Satellite broadband hardware, operating systems and applications;
- Competence and confidence working at heights, to carry out WISP/Satellite installations;
- Talking clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues;
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults;
- Replacing parts as required;
- Providing support, including procedural documentation and relevant reports;
- Following diagrams and written instructions to repair a fault or set up a system;
- Setting up new users' accounts and dealing with password/access issues;
- Responding within agreed time limits to call-outs;
- Working continuously on a task until completion (or referral to third parties, if appropriate);
- Prioritising and managing many open cases at one time;
- Rapidly establishing a good working relationship with clients and other professionals;
- Testing and evaluating new technology;
- Any other duties as directed by line manager;

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<p>EDUCATION/EXPERIENCE:</p> <ul style="list-style-type: none"> • A desire to work within the field of client focused IT services; • Minimum of 2 years similar commercial Aerial/Satellite installation experience; • Excellent understanding of providing outstanding customer service; • Full, clean driving licence; • Experience of working at heights; • Evidence of current, or ability to pass working at heights certification criteria; • A basic working knowledge of the latest Windows operating systems and software; • Ability to pass a DBS check; • Excellent communication skills; 	<p>COMPETENCIES/KEY CHARACTERISTICS:</p> <ul style="list-style-type: none"> • Enthusiastic individual with the ability to work under their own initiative; • Excellent listening and questioning skills combined with the ability to interact confidently with clients to establish what the problem is and explain the solution; • Ability to work at heights and physically carry out installations; • A professional telephone and face to face manner; • Multi-tasking ability; • High attention to detail; • Good team player; • Excellent time keeping; • Strong organisational skills; • The ability to think logically; • Problem-solving skills; • The ability to prioritise your workload; • Patience, technical orientation and interest;
<p>Salary range: From £18,000</p> <p>Working hours: 40 hours per week – 9 a.m. to 5.30 p.m.</p>	<p>Holiday entitlement: 20 days per annum</p> <p><i>Contract subject to 6 months probationary period</i></p>