



NOW RECRUITING: TECHNICAL SUPPORT EXECUTIVE

Job Type: Full-time

+ No agencies please +

Salary: £18-20,000pa depending on experience

Holidays: 21 days + bank holidays

Pension: Company pension contribution

Diva Telecom Ltd is a dynamic B2B organisation based in North Leeds offering a wide range of telecommunications products and services to its increasing customer base.

We are looking for an enthusiastic team player to join our Support team. The role will incorporate a range of customer service activities, providing support to our end customers, channel partners and colleagues.

You will provide support across a range of products and be able to demonstrate an understanding of IT and telecommunications technology.

Ideally, you will have experience in telecommunications support either gained at a telecoms provider or reseller. It would be an advantage to have experience supporting PBX (remotely and on site), VoIP, Unified Communications or Hosted Telephony Solutions.

With a passion and the experience of working within a technical customer service support environment, you will have the following attributes:

- Excellent communications skills
- Enjoy problem solving
- Adopt a flexible method when advising our customers of resolutions
- Work on own initiative as well as part of a team with limited guidance
- Work under pressure, maintaining a calm attitude
- Demonstrate excellent written, oral and interpersonal skills.

Duties:

- Configuring Hosted PBX solutions; Hosted PBX installs
- Configuring routers and switches; delivering to customer sites and installing
- Support field engineers with on-site PBX installs and customer training
- Remotely diagnosing Fixed and Hosted PBX faults and reprogramming
- Providing pre-sales support and design for Fixed and Hosted PBX solutions
- Run customer demo webinars for Hosted PBX, SMS, Audio Conferencing and Inbound platform
- Design Inbound call routing plans
- Fault Management
- Day-to-day general telecoms support
- Order placement and provisioning.

Essential skills:

- Basic Networking knowledge
- Configuring routers and switches
- Wireless networking
- Network fault finding
- PC Diagnostic Skills.

Desirable skills:

- IPv6 Experience
- Linux knowledge
- SIP Telephony install / troubleshooting.

Confidence in dealing with commercial customers up to director level would be an advantage. The role will involve working on customer sites as well as within our office.

Applicants should have a clean driving license and their own vehicle. Statutory business mileage will be paid.

Basic hours are 8.30am to 5.30pm Monday to Thursday, 8.30am to 5.00pm Friday, although out of hours working may be required at times.

To Apply:

Please email your CV to andrew@divatelecom.co.uk

