

Job Description

<u>Job Title:</u>	Senior/Lead Project Engineer
<u>Location(s):</u>	Field Based – Manchester/North Area
Role Objective: (brief summary of key function of role and where it fits into the organisation)	
<p>Reporting to the Head of Implementation and Support, the Lead Project Engineer is fundamentally responsible for providing installation and support services to existing and new customers across the UK and in some instances Europe. The primary focus of the role is to deliver either implementation or support services in the most cost effective and efficient manner to the business without compromising on customer satisfaction.</p>	
Key Responsibilities: (list key tasks, responsibilities, deliverables etc.)	
<ul style="list-style-type: none"> • Technical ownership of solution delivery • Installation of hardware & software on customers sites across UK and Europe • Troubleshooting and support of software often on client supplied hardware or networks • Documentation of customer configurations and site specific installations in order to ease future support • Coordinate and liaise with customers, at a variety of levels in order to deliver projects in a professional manner and within agreed timelines • Work with non-technical administration support teams to ensure that project files are continually updated • Fulfil administration duties in a timely manner and on a regular basis (timesheets, job sheets and mileage) • Responsible for organising kit deliveries and ensure that items are despatched and returned in a timely manner • Pre-stage installations within office environment to reduce risk of failure • Compile and undertake solution specific test plans to ensure that when undertaking project work we reduce disruption and risks exposed to customers where possible • Provide presales support and advice to customers or other areas of the business where required • Take responsibility for achieving a customer completion certificates and delivery certificates • Provide regular out of hours cover as part of support team where required • Provide advice, technical guidance and training for Junior Engineers in order to develop their careers • Operate within standard industry health and safety guidelines 	

Knowledge, Skills & Experience: (include generic, specific sector, people management, languages etc.)

- Min 5 years experience within industry
- Be either extremely experienced in ACM and peripherals, or have an appreciation of a multiple number of platforms
- Already hold or well established towards achieving a minimum of an ACIS qualification
- Be RFA/PLDS Qualified and be capable of licensing a new installation or carrying out a maintenance replacement
- Basic LINUX skills
- Basic networking skills including TCP/IP, firewalls, and internet technologies. CCNA Accreditation would be an advantage
- Have some experience in VoIP and understand how to configure it
- Strong sense of customer service
- Good organizational skills
- Professional, positive and decisive in approach
- Excellent verbal and written communication skills and confident communicating with customers and colleagues at a variety of levels
- Be capable of influencing key decisions and deal with issues head on
- PRINCE2 or a similar professional accreditation would be beneficial

Educational Qualifications:

Minimum academic level required:

GCSEs/A-levels/BTec (or equivalent experience)

Ideal academic level preferred:

GCSEs/A-levels/BTec (or equivalent experience)

Professional Qualifications:

Avaya ACIS, ACSS, CCNA

Mobility Requirements: (requirement for national/international travel, overseas assignments)

Travel is key element of the role, flexibility is key as the work may involved travel abroad on occasions

Additional Specifications / Comments:

Candidates will be expected to fully contribute to the growth and development of the business.

Salary Range & Additional Benefits:

Depending on knowledge and experience.

Car allowance

Pension

Company Life Assurance