



Broadband for the Rural North Ltd, Station Yard, Melling, Carnforth LA6 2QY  
Registration no. 31352R

## Job Advert

**Position:** Senior Voice & Network Engineer  
**Salary:** £35,000 - £40,000 dependent on experience  
**Location:** Based in Melling, Lancashire  
**Contract:** Full Time, 35 hours per week

### About Us

B4RN (Broadband for the Rural North) is a unique organisation working closely with communities across the UK to bring hyperfast, full-fibre broadband to rural areas. As a Community Benefit Society, driven by innovation and a strong sense of purpose, we work hand-in-hand with local volunteers and stakeholders to deliver a service that's built by the community, for the community. Joining B4RN means becoming part of a dedicated team making a real difference in people's lives, all whilst thriving in a supportive and collaborative environment.

### The Role

This role serves as the technical lead for B4RN's Voice platform, providing expert guidance on design, implementation and ongoing performance. It ensures the platform remains secure, scalable and reliable, leads on complex change and acting as the third-line technical escalation point across Voice and supporting network services.

This role works closely with Network Operations, DevOps and Software teams to deliver robust infrastructure, automate processes, and provide advanced technical support.

### What you'll be doing

#### Voice Platform

- Resolve complex voice and platform incidents escalated from our CPE team.
- Design and implement solutions, proof of concepts, and technical initiatives in conjunction with the wider Technical Operations team.
- Maintain servers, SBCs, PBXs, monitoring systems, and ensure platform uptime.
- Mentor other engineers, build best practices, and create technical resources for the Knowledge Base.
- Review, refine, and automate systems to improve efficiency, resilience, and partner experience.
- Ensure compliance with documented processes and regulatory requirements.

#### Network Support

- Liaise with the NOC team in the design and implementation, deployment and maintenance of core network infrastructure.
- Assist with routing configuration, troubleshooting and third-line support.
- Respond promptly to network and systems faults, ensuring timely resolution.
- Contribute technical expertise on cross-platform issues, including network uplinks, device operating systems, and security monitoring.

### Monitoring, Incident Response, and Support

- Participate in a 24/7 on-call rota to provide escalation and third-line support
- Respond promptly to critical alerts or incidents affecting system or network performance.
- Provide technical support to Network Operations and Helpdesk teams, ensuring timely resolution of faults.
- Assist field engineers and provide on-site support when required.

### Continuous Improvement and Mentorship

- Support development of junior team members through mentoring, shadowing and project work.
- Contribute to the design and implementation of internal tools for monitoring, automation and reporting.
- Promote high standards of documentation, process management and continuous improvement across technical teams.

### What we're looking for

#### Essential:

- Significant experience in Linux-based operating systems (Debian, RedHat) and Linux scripting languages.
- Strong expertise in SIP, VoIP, and telephony technologies
- Hands-on experience with SBCs, PBXs, voice gateways, and UCaaS platforms.
- Solid understanding of TCP/IP networking, routing, switching, and QoS.
- Experience with source control tools such as GIT
- Experience in managing system patching and automation strategies
- Strong analytical, diagnostic, and problem-solving skills.
- Excellent attention to detail and ability to work independently.
- Experience collaborating across technical teams.
- Willingness to participate in a 24/7 on-call system
- Ongoing possession of a full UK driving license.

#### Desirable:

- Prior project management experience or qualifications
- Exposure to vendor/carrier liaison for issue resolution and service delivery.
- Familiarity with open-source monitoring, automation and reporting tools
- Knowledge of regulatory frameworks affecting voice services.

If you wish to apply, please send your CV to the Recruitment Team, B4RN, Station Yard, Melling, LA6 2QY, or email to [recruitment@b4rn.org.uk](mailto:recruitment@b4rn.org.uk). More information can be found on <https://b4rn.org.uk/about-us/opportunities/>