



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

JOB DESCRIPTION

Salary: £20,000 to £25,000
Position: Network Operations Field Engineer
Reports to: Head of Network Operations
Line Manager to: None.

ROLE

- Undertake first line support, assist in the provision of fault management, perform triage and remote diagnostics resulting in site visits if necessary.
- The installation, configuration and maintenance of network equipment owned or managed by Broadband for the Rural North.

Special Conditions

- The company's 24x7 support commitments may require participation in a rota based, on-call system that will result in call-outs outside of standard working hours.
- This post requires the ongoing possession of a full, valid driving licence.

RESPONSIBILITIES

- Network installation and commissioning activities associated with networks owned or managed by B4RN, as directed.
- Provision of technical support for network and system faults, as directed, ensuring prompt rectification. This may require 24x7 call-out rota working.
- Assistance, as directed, in the maintenance of network infrastructure owned or managed by B4RN. This includes passive elements such as cabling and active elements such as switches, routers etc, as directed, and associated tasks such as network card installations and configuration of user machines.
- Assist with second line support for internal network faults and possible business customer queries/faults.
- To maintain high levels of professional conduct, including but not limited to, cooperative engagement in tasks set, the exercising of initiative to suggest, through line management, improvements to the service provided, and clear and professional styles of communication at all times.
- To assist in the evaluation and testing of new technologies, as directed.
- Such other duties appropriate to the grade as may be directed by the COO or the CEO of B4RN.