



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

## JOB DESCRIPTION

Name:

Position: **Technical Helpdesk Operative (SMT)**

Reports to: Customer Service Manager

Line Manager to: none

Salary Band: £17k to £20k

### 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.
- Engage with the Network Operations team in the provision of CPE devices and associated configuration and development.

### 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

- Carry out first line support duties to service our customer base for network and connectivity related issues including systems such as the online Helpdesk, network monitoring tools and CPE provisioning systems.
- Be responsible for answering telephone calls, emails, written and verbally reported issues, and to forward to the correct department if not within remit.
- Communicate network faults and issues to our customer base via the B4RN website, social media accounts, SMS system, phone calls, emails, and any other form of communication. Liaise with the Network Operations team for updates and resolution time for issues and faults.
- Assist with second line support for internal network faults and possible business customer queries/faults.
- Provide support where necessary for major network and system faults, as directed, ensuring prompt rectification. This may require 24x7 call-out rota working.
- Assistance, as directed, in the maintenance and operation of network infrastructure owned or managed by B4RN when appropriate. This includes;
  - Core DWDM network alterations and installation.
  - Switch configuration and provision, port enabling/disabling.
  - Associated tasks with office computers such as network card installations and configuration of user machines.
- Liaise with the Network Operations team in the provision of CPE devices to include input into the design and operation of the system using DHCP, TR-069, and other management protocols.
- Hold an awareness of the design and operation of the core network to understand traffic flow and device provision and management.
- 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 line management.