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## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Alderney Engineer
<b>HOURS OF WORK:</b>	37.5 hours per week (8:00am-16:30pm)
<b>REPORTS TO:</b>	Head of Fixed Networks
<b>WORKING WITH:</b>	Diverse engineering teams within CTIO
<b>DEPARTMENT:</b>	Fixed Networks
<b>LOCATION:</b>	Alderney

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### **JOB PURPOSE**

- To install, test and resolve faults for Residential services including Wi-Fi solutions, together with associated wiring systems, telephones, and terminal equipment.
- Installation, test, commissioning, and fault resolution of Business Services, supported from Guernsey based engineering teams. i.e., private circuits/leased lines
- Assist and train customers in the use of Sure systems and services.
- Support for diverse Sure systems and infrastructure such as Base Station, MSAN, System X, radio link, underground and overhead cable systems and remote support of Arqiva television systems.
- Act as Hands and Eyes to assist with fault clearing on Sure and customer Networks.
- Installing, maintaining, and jointing/splicing underground copper/fibre line plant

### **MAIN DUTIES AND RESPONSIBILITIES**

- To install and maintain all Residential services and CPE including Wi-Fi solutions.
- To install and support Business Services in Alderney
- To install and maintain the Piper Lifeline product.
- To maintain the two public telephone kiosks.
- Perform exchange, ODF/MDF and PCP jumpering.
- Project Management for civils and occasional fibre and copper jointing for small projects.
- To work at heights and confined spaces to install and repair services involving climbing poles, the use of ladders, and working within chambers, occasionally in adverse weather conditions.
- The installation of underground and overhead plant and other minor works duties as required.
- To operate diverse computer systems as required.
- Good housekeeping of Sure's infrastructure including maintaining cleanliness and suitability of office/equipment room/kitchen etc.
- To undertake basic maintenance on exchange equipment and act as 'Hands and Eyes' to assist the Core and Mobile Teams with Exchange/Mobile switching faults.
- To maintain a customer focus that meets the company objectives.
- Undertake Arqiva site equipment support & maintenance which will occasionally require working outside of normal working of hours.
- To cover exchange duties including weekly generator testing, routine maintenance, and alarm testing

- Monitoring and remote maintenance of the Radio equipment
- Monitoring and actioning any System X exchange alarms.
- Monitoring and remote maintenance of MSAN and optical equipment.
- Supporting the Guernsey business by performing diverse remote activities based on on-island workload.

**In addition, the person will be required to**

- Understand and comply with the licence and other regulatory rules applying to the position.
- Understand and comply with the Data Protection Law as it relates to the position.
- Understand and comply with the Health and Safety responsibilities relevant to the role as defined in the Sure Safety Policy
- Work in accordance with the safety procedures and safe working policies of Sure
- Undertake appropriate security awareness training covering information security, data protection, financial crime and payment card data and comply with their information security responsibilities. This awareness training includes understanding of the incident reporting process to be followed in the event of the employee suspecting, causing, or discovering an information security incident.

Due to the nature of this position, the postholder must hold a satisfactory Basic Police Disclosure. All disclosures of a criminal background are treated with the strictest confidence and checks will only be made in connection with suitability for a post and for no other purpose. Convictions likely to be considered relevant to this post include dishonesty and those indicating a breach of trust, due to the security requirements of the role.

Please note that disclosure of a criminal record will not necessarily debar you from employment in this post – this will depend on the nature of the offence/s and the circumstances surrounding it/them.

**THE WAY WE DO THINGS**

- We work together as One Team,
- We strive for Customer Satisfaction,
- We are Reliable,
- We have a Passion for Technology & Learning
- We are Community & Sustainability Focused

**SKILL REQUIREMENTS**

Essential

- Technically skilled or to be able to demonstrate ability and willingness to obtain this level.
- Strong customer service skills.
- Highly motivated individual.
- Strong analytical and problem-solving skills.
- Good communication skills, both verbal and written.
- Ability to communicate effectively with customers and staff at all levels.
- Well organised and methodical.
- Ability to produce accurate, good quality work.
- Demonstrate an interest in current and future technology.
- Appreciation of the telecommunications market and customers
- To have an appreciation of the uses of PC Software and Hardware

- To be able to work at heights, particularly in regards to both ladder and telephone pole workloads.
- To be able to occasionally work in adverse weather conditions.
- Possesses a current category B driving licence.
- Smart appearance and ability to promote Sures' progressive image and high standards of customer care.
- Self-motivated with the ability to work alone or as part of a team both in external and indoor environments.

#### Highly Desirable

- Qualification in computer science or related field
- Qualification/experience in Electrical/Electronic engineering
- Qualification in any other type of engineering
- Knowledge of cabling systems and techniques.
- Experience in Customer Service or Operational environment is desirable.

#### **Personal/Behavioural attributes:**

- Diligence and attention to detail are key skills along with ability to multi-task and prioritize work appropriately.
- Eager and quick to learn new skills and technologies.
- Able to use their initiative to tackle a broad range of problems.
- Ability to work either as part of a team or independently as and when required.
- A cheerful and optimistic attitude to work.
- Good interpersonal skills with both internal and external customers.
- Calm and controlled under pressure.
- Flexible approach to working and must be willing to work out of normal working hours and weekends as required by the business and customer needs. Must also be willing to participate in a call out scheme.