



## Installations Engineer – field based

### Quickline Communications

#### Competitive salary

- Do you have experience of installing wireless broadband connections to businesses and residential customers?
- Do you have a technical mindset?
- Are you obsessed with great customer experience?

If so, this job is for you!

#### About You

If the following sounds like we are describing you, then you will likely thrive in this role:

- **Driven & Self-motivated** - You need to achieve results to move forward in your life
- **Enthusiasm & Positive attitude** - You bring energy to your role and get things done in an engaging way
- **Adaptable** – You are happy to have numerous projects and tasks on the go at any one time and are flexible in your approach
- **Works well under pressure** – You are comfortable with pressure and can work quickly yet accurately
- **Teamwork** - You know a good team can outperform any single person and you are willing to help others when they need support

#### About the Role

This role is an essential part of servicing our customers - you are the face of Quickline. You will install wireless broadband connections for our residential and business connections and ensure an excellent customer service experience every time.

#### Here is an overview of your main responsibilities:

- Maintain a high-quality standard of installation both internally and externally at customers premises.
- Liaise with customers regarding the intended installation route and how the finished installation will look.
- Fault investigation, diagnosis and rectification.
- Manage a safe working environment considering Health & Safety at all times.
- Carry out installation surveys competently and consider all options to deliver a great service.
- Process equipment promptly and accurately to inventory.
- Demonstrate the workings of the equipment installed e.g. - how to connect customer devices to the wireless network.
- Keep a clean and tidy working environment throughout the installation.
- Document all installed equipment information and capture images of the installation for infrastructure records, support team use and our quality process.
- Provide excellent levels of customer communications and strive to exceed expectations.
- Identify any sales or upgrade opportunities and feedback to the sales team.



### **To be successful in this role you will:**

- Have an in depth understanding of installing telecoms or IT equipment.
- Routing, switching, IP, and IT fundamentals to Comp TIA level.
- Knowledge of how the internet/IP/Wireless equipment works, wireless knowledge will be key.
- Have experience using analytic fault methodologies.
- Have an excellent level of customer service.
- Ability to communicate and liaise with business and residential customers at all levels.
- Have an understanding of Health & Safety practices and be able to identify risks to ensure safe working.
- Confident and experienced working at height, with ladder and roof access qualifications.
- Confident and experienced using power and hand tools in a safe manner.
- Work to a schedule with good time management.
- Be flexible, as some out of hours working will be required.
- Hold a valid, clean driving licence, and a safe driver, as driving is a vital part of this role.

### **About Us**

We believe everyone should be able to access fast reliable Ultra-fast internet, and we are proud to enable our customers to do this.

Here is the mission we are on here at Quickline:

Ultra-fast Anywhere - to bring affordable and reliable Ultra-fast internet and associated services to 100% of homes, businesses and equipment within our rapidly expanding coverage area.

100% Uptime – to make constant high availability connectivity available to businesses where the internet is mission critical.

Made to Measure – to design and build services in wireless broadband and data, fixed telecoms and connectivity to suit the specific situation rather than the other way round.

There are currently 37 in our organisation, encompassing installations, networks, sales, projects, customer support (both 1st and 2nd Line Technical support), call centre operations (3rd party), finance, IT and HR. We have a great team who have fun whilst delivering great customer service.

We aim to provide an exceptional level of customer service, first time, every time. You will be reporting directly to our Head of Installations, Tony, who sees this role as vital to Quickline's success.

This is a very exciting time to join our business, if we sound like the team for you then apply now, we would love to hear from you!

Please send your CV with covering letter to [cv@quickline.co.uk](mailto:cv@quickline.co.uk)

### **Benefits**

Salary is dependent on experience

30 days holiday inclusive of 8 statutory holidays

Healthcare cash plan

High street discount portal

Employee assistance programme

Business mileage paid

Free parking

Discretionary company sick pay

A flexible approach to working for those that commit to the needs of the business