

Campaign number	TMP101
Closing date	23 April

Job Description and Person Specification

This job description lists the general tasks, functions and responsibilities of the role below, including the specifications and skills required.

Job title*	Band
Telecoms Engineer	B2
Number of posts	Directorate
One	Portfolio
Contract type	Duration if fixed term
Fixed term	31st March 2018
Management responsibility	
NA	
Reports to	
Unified Communications Programme Delivery Manager	

Standard duties

To be added by recruiting manager

The Unified Communications Programme is replacing Parliaments legacy Voice Network to deliver 'Skype for Business'. Parliamentary Digital Service is looking to recruit an experienced Telecoms / Voice Engineer with demonstrable programming and engineering skills; in both a traditional telephony environment working on the Siemens ISDX platform and the Administration and Management of users in Skype for Business.

The Post Holder is also expected to have extensive product knowledge and experience of migrating users from a traditional telephony environment to Microsoft Lync or Skype for Business.

The Post Holder will work alongside another Telecoms Engineer and report to the Unified Communications Programme Delivery Manager:

- Responsible for ongoing Surveys, updating and maintaining accurate records of all Telecoms Assets and mapping user profiles to Skype for Business.
- Ordering and overseeing the installation of SIP Trunks, Exchange Lines and ISDN circuits.
- Ordering a range of Headsets and Handsets and maintaining sufficient stock to be stored in a secure location.
- Cross-team collaboration within Parliamentary Digital Service and third-party suppliers during the installation of Skype for Business.
- Manage routine Siemens ISDX Programming in support of the interconnection to Skype for Business and configuring user profiles.
- Manage the connection of peripheral systems e.g. Contact Centre; and the installation of additional cabling as required.
- Liaison with Strategic Estates to request additional cabling as required and co-ordinate the installation of Exchange Lines to replace the Refuse / Emergency and Lift Auto-diallers; and monitor the progress of these works to a timely completion.

- *The duties above are not intended to be an exhaustive list. The job description may be reviewed periodically in order to ensure that the duties meet the requirements of the service and to make any necessary changes.*

Key internal relationships

Please list the key internal contacts with whom this post will need to work with e.g. Members, departments and specific posts.

- Members of both Houses of Parliament
- Members staff
- Staff of both Houses of Parliament and the Parliamentary Digital Service
- Strategic Estates

Key external relationships

Please list the key external contacts with whom this post will need to work with e.g. the public, government departments, suppliers.

- Unify
- Freedom Communications
- Adept Telecom

Person Specification

Standard skills and knowledge required-

- Effective written and verbal communication skills and can present complex information
- Excellent planning and organisational skills, able to prioritise to meet deadlines and takes full responsibility for quality and timescales of own work
- A systematic and analytical approach to problem solving
- Ability to contribute to and work well within a team
- Ability to supervise, motivate and lead staff
- Understands the needs of the customer and their differing levels of skills and experience
- The ability to work calmly and efficiently under pressure
- Is proactive takes action and anticipates opportunities

Specific skills and knowledge required

To be added by the recruiting manager.

Essential:

- In depth knowledge and experience of Siemens ISDX PBX Programming.
- Knowledge or experience of migrating users from a traditional telephony environment to Microsoft Lync or Skype for Business.
- Administration and Management of users in Skype for Business.
- Excellent knowledge of telephony cabling standards and protocols.
- Management and delivery of telephony services over a Telecommunications Network.
- Excellent Customer Service and interpersonal skills with the ability to establish relationships with people from a wide variety of backgrounds.
- Excellent communications skills with the ability to convey complex information to both technical and non-technical audiences.

Desirable:

- Experience of dealing with third-party service suppliers

Additional information regarding the post

Location

The post is located at 7 Millbank on the Parliamentary Estate.

Bands A – E Positions

Hours

The hours of attendance for this post are 36 net per week. This excludes daily meal breaks of one hour.

The exact daily times of attendance will be agreed with line management.

Salary and Benefits

Starting salary of between £30,150 and £36,170 (depending on experience)

In addition to a good salary package, we offer an attractive range of benefits including 28 days' annual leave, interest free season ticket loan and bicycle loan, childcare voucher scheme, access to training and development, in house gym and a contributory pension scheme.

Equality

We are committed to being an inclusive employer. We encourage flexible ways of working and staff have access to Workplace Equality Networks.

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work.

We welcome applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith or disability.

Please let us know if you require any recruitment documentation in other formats or if you require reasonable adjustments to be made during the recruitment process.

For further information

Internal candidates should refer to the General Recruitment Information on the Employment intranet pages (select Careers & Development).

Those candidates who are shortlisted will be given details of any tests / assessments which will take place as part of the selection process.