

JOB DESCRIPTION

Network Operations Team Leader



Company Background

Onwave are a managed service provider focused on delivering WAN connectivity services within the B2B sector. Onwave provides a unique and affordable blend of business solutions ranging from cellular based connectivity through to Fibre and fixed line. The USP for Onwave is rapid delivery of increased Bandwidth to end customers by combining traditional fixed line solutions such as ADSL, Fibre, Ethernet with more mobile technologies such as 3/4G and satellite. Our unique solutions mean Onwave will deliver flexible and high speed solutions anywhere in UK and Europe.

Objective of Role

- Manage and lead a team of Network Engineers planning out and allocation of tasks.
- Provide assistance and support to the senior networking operations and engineering teams including training, systems automation, process improvement and reporting.
- To keep management updated on overall team performance through development and monitoring of key KPI.
- Ability to liaise at a technical level with customers and internal stakeholders to ensure delivery and customer excellence across all elements of the customer site implementations
- Enhance the technical capabilities of a busy Network Team that look after design, install test and commission of IP networks including in life support
- Effectively communicate company goals, safety practices, and deadlines to team.
- Motivate team members and assess performance.

Main Duties

- Work closely with and support the Network Operations Manager in management of the network team, perform duties when manager is absent or out of the office;
- Assist network management team with technical team member training and knowledge transfer;
- Answers complex and technical questions to both team members and customers, help with team member technical problems and oversees team members work for quality compliance;
- Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints;
- To represent Onwave at customer meetings, from a technical/support expertise perspective;
- To be responsible for the efficient design, build and technical support for customer site orders and implementation;
- Responsible for scheduling of builds, including liaison and acting as an escalation point for service/fault calls;
- Management of the installation/commissioning process with 3rd party contractors to ensure right first-time delivery and high levels of Customer Service;
- Develop Network Engineers skills to ensure high level of technical expertise within the Network operations department;
- Provides encouragement to team members, including communicating team goals and identifying areas for new training or skill checks;
- Assists management with new team member training.
- Ensure monitoring of customer sites and services, utilising network monitoring systems. (PRTG)

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Responsibilities

- To deal quickly and effectively with customer enquiries
- To escalate certain issues to management for support and guidance when required
- To ensure all assigned tasks are up to date with relevant due dates and statuses
- To delegate and coordinate customer faults.
- Act as an escalation point and next line technical resource for Network Operations Team.
- Coordinate and manage day to day delivery of tasks within busy Network Operations Team

Experience and Abilities

- Excellent communication skills.
- Excellent technical knowledge, and ability to learn new technologies, document and knowledge transfer to team members.
- Organised, efficient delegator, but able to operate at grass roots level when required.
- Strong leadership skills.
- Ability to understand technical issues whilst communicating in a masterful way to internal and external customers.
- Ability to manage customer relationships effectively and efficiently
- The ability to cope under pressure and prioritise team workload whilst working in an organised fashion within current processes
- Team Leadership Experience, Product Knowledge and Industry Experience, Leadership Skills, Strong Oral and Written Communication Skills, Motivational Skills, Results-Oriented, Employee Training Experience, Interviewing Skills, Sales Skills, Self-Motivation, Strong Relationship Building, Customer Service Skills
- The ability to recognise issues that require escalation to management or suppliers when processes are failing to deliver
- The ability to communicate sympathetically and professionally at all levels, with colleagues, customers and suppliers alike, both in writing, on the telephone and face to face, is essential.