# Job Advert

## Job Description

| Job Title | Technical Support Engineer |
|---|---|
| Department | Technology |
| Location | Newbury, Cwmbran or remote |

## The Company

Nuvias Unified Communications (formerly known as SIPHON) is the Unified Communications Practice for Nuvias Group, a leading, high-value, solutions-led EMEA distributor. Our success is based around the key philosophy of '**Innovate, Enable & Support**' underpinned by a strong technology focus and comprehensive in-house technical expertise. Operating a channel only model to deliver a range of services and solutions to end users via service providers and technology resellers, Nuvias UC is focused on driving sustainable and substantial growth for its key vendor partners. Ultimately, Nuvias Unified Communication acts as a UC technology enablement partner - this allows our reseller partners to focus on their own success whilst we ensure that it all works together to deliver a high quality and repeatable service experience.

## The Team

The Technical Assistance Centre (TAC) is a source of expert advice and information for customers and internal users alike. The Technical Support function is the first point of contact for all SIPHON customers experiencing product issues.

## The Role

Nuvias UC is looking for a Technical Support Engineer with focus on SIPHON Core products including BroadSoft BroadWorks platform, Oracle Communication Session Border Controllers (SBC) and Oracle Communications Operations Monitor (OCOM/Palladion). The Technical Support Engineer will join the Support team and be responsible for maintaining the SIPHON portfolio of customer solutions as required. This will include using the SIPHON trouble ticket system (DeskPro) to manage customer tickets (internal and external).

This role is primarily office based although we do travel across the UK and Northern Europe when required. Out-of-hours work is also sometimes required (by prior arrangement) and the successful candidate would be required to join an on-call rota to respond to critical issues.

# Job Specification

## Day to day you will be:

- Handling support issues raised via email, phone or ticketing system and ensuring these are logged and triaged accordingly
- Triage all tickets raised by customers according to correct TAC policies
- Providing technical support to customers within SLA's
- Troubleshooting system and network problems and diagnosing and solving faults
- Raising issues with appropriate vendor when appropriate if all internal resource is exhausted

## We're looking for someone that has:

- At least 2 years' experience working in an IP Telephony, internet, or other technology environment
- with ticketing systems
- The ability to quickly learn new tools and technologies
- Excellent communication skills and ability to address a technical problem logically and methodically through to resolution
- The ability to take ownership and accountability for their work
- Knowledge of relevant protocols, such as TCP/IP and SIP
- Experience with Linux OS (mostly Debain, Red Hat and CentOS)
- Knowledge of IP networking and IP telephony would be beneficial

## Additional knowledge that would be very useful (but not essential):

- Knowledge of Polycom, Cisco, Yealink IP devices
- Knowledge of BroadSoft, Oracle, AudioCodes products
- Exposure to shell scripting

## Here's what you'll get back:

- A career with excellent prospects in one of the fastest growing companies of its kind
- Training and certification on technology & vendor systems as necessary
- A relaxed and fun working environment
- Fantastic company benefits incl. Pension scheme, private healthcare, cycle to work scheme, perkbox membership with discounts, childcare vouchers, free fruit and refreshments, modern offices with free parking, staff organised charity events... and much more!