
Technical Operations Trainee

About us

Evolving Networks is the UK market leader in Software Defined Networking solutions. We are a fast growing, innovative ISP and software house specialising in the provision of fully managed SDWAN solutions to the UK business market. We have been recognised as the only UK company amongst the top 10 most dynamic SDWAN providers in the world. Our customer base includes some of the largest companies in the UK and we have developed a deserved reputation as a true innovator in the marketplace.

Although we are at the cutting edge of our market, Evolving Networks has been established for ten years, is privately held, debt free and stable, with an established customer base. We recently purchased a new office on the Lynch Wood Business Park.

Benefits

At Evolving Networks, we have high standards and take our jobs seriously, but we also enjoy each other's company and want to work in a stimulating and fun environment. To that end, we have:

- An open, relaxed, diverse and friendly office environment
- Regular company funded social events (curry nights, BBQs, Xmas parties, team building exercises, charity events)
- Free tea and coffee (and often donuts & biscuits)
- Free onsite parking
- Company pension scheme
- Private healthcare scheme & option to add partners/children
- Unlimited Dog days
- Chill out areas with smart TVs
- Free qualification of your choice each year

Are you an Evolvian?

We pride ourselves for the resilient and cutting-edge products we provide our customers, so we apply the same attitude towards the staff we hire to join our team. It is important we all have similar values (not all exactly the same, because that would be boring!) so we can push forward together and be as successful as possible. Are you:

- Loyal
- Accountable
- Committed
- Honest
- Motivated
- Wanting to make a difference
- Positive
- Able to meet deadlines
- Willing to help others
- Respectful of company policies
- Self-motivated
- Excited to be involved in joining us on the journey of building, growing and being the most dynamic SD-WAN provider in the UK

Working week

- 09:00 – 18:00, Mon-Fri
- Total hours per week: 40

Salary

£13,416 - £18,137.60 per annum, depending upon age and experience

Job Summary

The global appetite for resilient, software enhanced connectivity is growing. The world is waking up to the founding principle of Evolving Networks – the intelligent application of software to make connectivity better. This is driving our growth and we are investing in the expansion of our Software Development function, so we can keep pushing the technology, delivering improvements for staff and new features for customers. To match our commitment to significantly expand the scope of our systems and feature set we are looking for an enthusiastic Technical Operations Trainee who will help us support our customer base as they use our next generation connectivity products.

Day to day tasks:

- Ensuring all customer connections maintain uptime at all costs.
- Completing the initial diagnosis of support cases and network events and either resolving to the customers satisfaction using documented processes and procedures or escalating as necessary.
- Problem solving network connectivity issues using remote diagnostic tools and systems.
- Managing all cases and customer requests from identification to resolution and closure, ensuring SLAs are met.
- Answering telephone and email support requests and responding to and managing events from our network monitoring platform to proactively protect customer connectivity.
- Proactive communication to customers as their support cases are dealt with.
- Setting up core routers
- Working alongside the head of infrastructure to assist in the day to day management

Personal Qualities

- Computer literate (Excel, Word, Microsoft Office)
- Awareness of the essential role of IT within business
- A good standard of written and verbal English
- Ability to listen and follow instructions
- Able to handle a varied work load
- Able to prioritise work load
- Be willing to assist in other areas if needed

Training

We are keen to promote and develop our staff, so whilst working in this position the successful candidate will also receive training to achieve an industry appropriate qualification.