

Operations Manager – Badenoch Broadband

Salary: £20,000 - £25,000 p/y including on-call shifts.
3 month probationary period

THE ROLE

Based in the Highlands of Scotland, within the beautiful Cairngorms National Park, we are a fast-growing and successful wireless broadband provider in our 7th year of operation. With operations centered in Laggan by Newtonmore, we provide a valuable high-speed service to businesses and homes in rural communities across Strathspey.



The Operations Manager will be responsible for managing our network as part of a team, reporting to the Managing Director.

Responsibilities

- Configuration and installation of wireless broadband services to both residential and business premises
- Liaise with installation engineers to schedule installs and ensure good customer service.
- Installation/maintenance of wireless broadband and networking equipment on hill-top masts
- System monitoring and customer support, weekends/evenings on-call via rota
- Diagnose problems and act on solutions
- Respond to system failures out-of-hours
- Learning/Training of networking protocols and equipment configuration
- Customer premises surveys and installation plans
- Stock control for spares and equipment
- Deliver professional and concise customer handover
- Self-audit all work and ensure it meets all applicable technical and operational quality standards.
- Work efficiently and tidily at all times, maintaining a clean environment.
- Respond effectively and appropriately to all customer requests and enquiries.
- Complete work to agreed time scales.
- Comply with Health & Safety standards.
- Ensure the use of plant and tools are conducted in a safe manner, meeting the requirements for operation of the specific equipment.
- Conduct regular checks of equipment and tools, ensure they are safe to use and inform management of required replacements where applicable to ensure safety for yourself and clients.

Your personal attributes

- You will be able to develop excellent working relationships (with the intention of expanding the team), with your manager, and with client representatives/business groups
- You strive to make efficiencies and work smarter.
- You have excellent organisation skills and can work efficiently both alone and as part of a team.
- You are a clear and concise communicator.
- You are able to carry out manual handling and hill-top mast visits.
- 'Can Do' mindset with focus on customer satisfaction beyond expectations.
- A collaborative and innovative approach to service delivery and problem solving.
- Full clean driving license and your own vehicle.
- A passion for the outdoors and hill-walking would be advantageous

Your skills

You will possess most of the following

- Good computing skills ideally including some Linux experience
- Working knowledge of TCP/IP, networking and subnets
- Wireless Networking experience
- Understanding of electricity, voltages and wiring,
- Power-tool and Toolbox skills
- Some hill/mountain walking experience

Our values

- **Integrity:** be transparent and honest with our customers and with each other.
- **Passion:** be excited about what we do.
- **Develop:** Invest in each individual.
- **Continual improvement:** Work smarter, not harder.
- **Proactive:** take responsibility.
- **Teamwork:** support and collaboration.
- **Quality:** we do what we do well

Interested? Send your CV and a covering letter explaining why you think you are the right candidate to jobs@badenochbroadband.com