



JOB DESCRIPTION DOCUMENT

Job Title: RMC Engineer
Department: Regional Management Centre
Location: Goldenbridge, Dublin 8
Directly Reports to: RMC Manager

1. Overall Objectives of the Job

Maximise network performance by working within a team of Engineers in the Regional Management Centre to provide best-in-class first and second level technical support for all UPC platforms (i.e. Voice/Broadband/Analogue and Digital TV).

Liaise with the core network engineering teams, field based technical teams and customer contact centre to identify and manage network degradation and outages for all of UPC IE Residential and B2B Networks.

Actively manage network fault tickets from entry to completion in accordance with agreed SLAs (Service Level Agreements) and escalating as required in line with the escalation matrix.

Act as the primary communications channel to distribute technical updates to field based teams and the wider business as required.

Take ownership of technical issues and drive them through with the various technical teams to ensure a successful resolution in timely manner.

Ensure high customer satisfaction for UPC Customers.

2. Specific Tasks/Duties

Job Specific

- Utilise available monitoring tools to identify degradation on the network to dispatch to the field and manage progress to completion.
- Utilise the Remedy system to log digital faults, manage provisioning faults and handle external network escalation
- Utilise the customer management system for Customer Premise Equipment (CPE) install and Screen and Clean processes for RMC test and monitoring accounts.
- Make direct contact with customers as required to provide updates or confirm issues and resolution.
- Monitor the provisioning systems for faults and account provisioning history.
- Book test events for Digital TV (DTV) Pay Per View events and Premiership Plus channel.
- Engage with 2nd Line Headend if required for support for DTV and broadband issues.
- Support CPE testing for software/firmware downloads, fault diagnostics and replication.
- Replicate field installs to confirm or debunk possible provisioning or field faults.
- Set-up and maintain Analogue TV matrix viewer.
- Maintain Hardware and software for Analogue TV monitoring (PCI card/Pinnacle software).
- Verify Cable Modem faults using Service Verify, Spectrum, in house designed systems, and Putty for diagnostics and direct UBR access.
- Monitor Nortel DMS 100 switch for circuit alarms, and for access to the MGW when checking for data pollution etc.
- Monitor SDH system for alarms on circuits and nanomux's.
- Monitor Philips AM for node alarms and 2nd line directional switching for redundancy.
- Monitor all stand alone PCs. Aurora, Netviewer, Limerick ROSA, Dublin ROSA and Ilynx.

- Remote monitoring of all the core analogue and digital CATV platforms, telephony and data platforms.
- Visually monitor the presence and quality of all Analogue and Digital TV and Radio channels relayed on our CATV network.
- 1st and 2nd line alarm diagnostics on the core platforms from Spectrum.
- 2nd line support for residential and business voice installations.
- 2nd line support for field technicians on any suspected platform issues.
- Liaise with other telecom operators to manage and escalate service issues.
- Technical point of contact with the residential and business customer management centres.
- Escalation point for the NOC Amsterdam for Voice, Data and DTV.
- Mentor other employees as required.

General

- Daily network operational reports to technical departments and the wider business as required.
- Provide reports to other departments on performance of network as required.

Working Conditions and Environment

The role is office based. We provide a 24 x 7 service to our customers, therefore the engineer may be required to provide support outside of normal working hours, and may be required at short notice to assist in emergency situations. A shift rota is in place which the engineer will have to participate in. Sample available on request.

3. Qualifications / Education / Experience

Essential

- Diploma or higher in a Telecommunications/Electronics discipline
- Comprehensive understanding of elements of RF, broadband, switch and data networks.
- Demonstrable experience of working within a dynamic operations environment with a strong focus on service delivery to the customer
- Demonstrable experience of analysing data provided by the customer management systems to identify issues in a timely manner.
- Demonstrable experience of communicating detail to other parts of the business, e.g. field based technicians/supervisors, call centre managers etc.

Desirable

- Experience of working with Remedy to manage incidents and problems
- Previous experience of successfully using network monitoring systems.

4. Core Competencies

- Excellent written and verbal English communication skills
- Exceptional enthusiasm and drive
- Ability to work in high pressure environment
- Ability to work on your own initiative
- Team Player
- Good sense of ownership and responsibility.
- Proactive approach
- Clear focus on customer and delivering results
- Competent computer Skills
- Customer service
- Achieving results
- Motivation
- Problem solving
- Influencing