



Satellite Mediaport Services Ltd.
Lawford Heath Lane,
Rugby,
Warwickshire,
CV23 9EU,
United Kingdom

Network Operations Centre Technician

Are you an aspiring or experienced engineer with a passion for technology? Are you a logical thinker with excellent problem-solving skills? Then this exciting opportunity could be the beginning of your career in the innovative field of Satellite Communications, at the largest (and growing), independently owned Earth Station in the United Kingdom, located in the heart of the Midlands, just outside the town of Rugby.

We are currently recruiting for a bright individual to join our expanding team as a 1st Line Support Engineer. The candidate must be an enthusiastic, organised, and driven individual. This position is a great opportunity for candidates with or without experience who are looking to develop a career in professional engineering.

The 1st Line Support Engineer will be required to work within our Network Operations Centre and/or within a larger team to perform the role detailed below. Full training will be provided for every aspect of the role, along with access to ample resources to promote continuous professional development.

The Role (Day to Day):

- Assisting with monitoring and day-to-day operation of Teleport infrastructure, ensuring that events are handled appropriately.
- Liaising with customers to resolve enquiries and Support requests.
- Providing immediate Technical Support and investigation to reported issues, ensuring that all issues are investigated thoroughly, in a timely manner.
- Actioning maintenance schedules for the Teleport, including annual maintenances, monthly reviews, and calibration procedures, etc.
- Producing Technical documentation, ensuring all is up to date, including but not limited to earth station records and drawings, on site labelling, equipment lists and transmission plans.
- Assist in the management and maintenance of all Earth Station operations, including Radio Frequency (RF) Transmission and Receival operations, Broadcast operations and Network operations.
- Assist in installation and removal of equipment and cabling as required.
- Work within a dynamic team to fulfil the organisations' 24/7 operating service – flexible rotating shift pattern may be applied to ensure business needs are satisfied.
- Other tasks and responsibilities may be added based on the Company requirements, at the discretion of the Company.

Required Skills:

- Very high accuracy in work, with exceptional attention to detail.
- Excellent communication skills.
- Very competent in all MS Office products and very efficient in email and web applications.

Working Schedule:

The typical working schedule for this role will be a 24/7/365 shift rotation, 12-hour shifts including nights, weekends, and bank holidays.

Probation Period:

During the 6-month probation period, all successful candidates will be given full training with access to ample resources for development.

What we Offer:

- The opportunity to work within the exciting and continuously evolving industry of Satellite Communications, with access to a range of specialist equipment and technologies.
- Full Training for all aspects of the role, with opportunities for further professional development and training.
- Comfortable, working office space with air conditioning.
- Free on-site parking in a secure, off-road location.
- Company Pension and Bonus Schemes.
- Company social events.

Additional Requirements:

Full Basic Disclosure and Barring Services Check, before any offer of employment is made.

References:

Upon request, candidates must provide references for the past 3 years of employment or education, from the date of application.

Application Process:

Candidates can apply to recruitment@sms-teleport.com attaching their CV and a brief Cover Letter, detailing the reasons why they are applying for the role of Support Engineer.

Please note, that due to the number of applications received, we cannot unfortunately always inform candidates where an application is unsuccessful.

Disclaimer: *Satellite Mediaport Services Ltd. reserves the right to alter the terms of this job advertisement and make amendments without notification.*

Call: +44(0)1788 298666 | Email: recruitment@sms-teleport.com | Visit: www.sms-teleport.com

Address: Lawford Heath Lane, Rugby, CV23 9EU, United Kingdom

Company Registration No. 5946206