



Job Title	Network Technician
Department	Field Operations
Location	Dublin South East
Reporting to	Area Networks Manager
Duration	Permanent

About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

About the Role:

The primary objective of the role is to provide excellent customer service by providing the highest standards of Preventative and Reactive Maintenance to our Hybrid Fibre Cable (HFC) Network. You will be working in our Field Operations, Network Maintenance Department, and will have a direct bearing on the quality of service we provide our customers. You will need to continuously adapt to ever changing technologies and market environment. You will be responsible for a given section of the network with objectives to minimise fault fix times and achieve set network performance & quality KPIs.

The Person:

- You will demonstrate a passion for delivering a best in class Customer Service
- You will demonstrate a passion for delivering a best in class Network Performance.
- You will have a strong analytical mind & be extremely tenacious in problem solving.
- You will have strong inter-personal skills and enjoy interacting with our customers in resolving their issues.
- You will be a team player.
- You will innovate and continuously adapt to the changing technology environment.
- You will be target oriented and results driven delivering on both customer and company requirements.
- You will continuously focus on cost efficiency ensuring that value is derived from all activities and opportunities for cost savings are identified and managed.
- You will never accept second best, constantly taking responsibility to drive performance.

- You will always strive to represent virgin Media to the highest possible professional standards in all aspects of your work and presentation.

Skills & Experience

- Experience in a similar role in a HFC, Telco or ICT environment.
- College graduates with appropriate personal skills and qualifications should apply.
- Teamwork orientated individual with ability to add positive team dynamic and openly share best practice.
- Strong computer skills with good reporting abilities.
- Strong communication skills

Qualifications

- Desirable; Third level technical qualification to minimum level 7 in Electronics & Communications or ICT.
- A full clean B Class car driving licence

Working Conditions and Environment

- The role is field based, with the majority of time working alone.
- The hours are 37.5 per week worked over 5 days Monday to Saturday.
- You will be required to work overtime to meet business demands
- You will be part of an On Call Roster which operates 365 days per year.
- The frequency of the On-Call Roster will vary depending on the requirements of your specific location.

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension, and, of course, discounts on our fantastic mobile, broadband and cable.

Ready to TURN IT ON? Apply jobs@virginmedia.ie

Not your ideal job? Visit our career page to view all of our other open vacancies; <http://www.virginmedia.ie/careers>

Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.