



Job Details

Title: Network Support Administrator
Reports to: Administration Supervisor
Department: Access Network Deployment
Location: Eastpoint
Duration: Temporary – Maternity Cover

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:

As an Access Network Support Administrator you will be a key member of the Access Network Deployment, Administration Support team that will provide administrative support for all aspect of the Access Network Deployment department and personal administration to senior managers.

The following are key aspects of the role:

1. Process all invoicing and billing related activities.
2. Develop and produce weekly, monthly & ad hoc reports for the department.
3. Development standard operating procedures for routine support activities in Network department. Develop a set of metrics and reports to demonstrate the operational performance of network operations.
4. Monthly tracking of Network power consumption.
5. Document management – Standardise network documentation to new Virgin Media standard
6. Provide personal administrative support to senior managers.
7. Process the ad-hoc travel, accommodation and related expense administration on behalf of the Network Services team.
8. Ad hoc event management.

9. Monthly consolidation of the Network Service team capitalised labour finance reports, provided by the departmental head.
10. Process mapping – define and design workflow processes for network department including metrics & reporting.
11. Identify opportunities for automation and standardisation within the network domain. Drive innovation and quality to improve overall operational efficiency.
12. Effective communications and stakeholder management to drive overall operational excellence.
13. Create a continuous improvement culture and approach for the Network service department.
14. Ability to work across functions to deliver common objectives.
15. Develop effective internal and external stakeholder relationships.

Specific Tasks/ Duties:

1. Support the day to day operations of Network Services – work allocation developing the processes & procedures leading to operational efficiency.
2. Support the vendor management process to develop a standard operational model that meets the needs of network services.
3. Embed a metric driven approach to operational efficiency, effectiveness and continuous improvement

The Person:

The ideal candidate will be an experienced administrator preferably coming from a Telecoms/Technology organisation. The key attributes for the role are as follows:

- Administration professional – 10 years exp.
- General office administration skill-set, with 35+ WPM.
- Excellent communications skills – written & verbal. Experienced in engaging with customers at all levels, and internally up to SMT level
- Advanced Competency – Word, Excel & PowerPoint - Microsoft Office Specialist (MOS) – Diploma preferred.
- Strong financial acumen
- Innovative and customer focused.

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 and of course, discounts on our fantastic mobile, broadband and cable.

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