



## **JOB DESCRIPTION**

**Job Title:** Platform & Networks Senior Voice Engineer  
**Department:** Operations  
**Team:** Platform & Network Operations  
**Location:** Dublin, Goldenbridge  
**Directly Reports to:** Platform & Network Operations Manager

### **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.

### **The Position:**

This is a role within the Platform and Networks Operations Engineering team. This team is responsible for the operation and maintenance of Virgin Media's entire network, it's infrastructure and related systems.

As a result of ever evolving services and technologies this position requires an end-to-end understanding of voice, IP & broadband networks, along with associated management systems and databases.

The key function of the role is to provide voice network engineering expertise in the development, integration, testing and support of these networks, both within the various Virgin Media Ireland data centres, as well as across national and international backhaul networks. In addition, a particular focus of the role is the Operational maintenance, design & delivery for Residential, Business and Enterprise customers.

### **Role Purpose**

- To provide 2nd line support for Virgin Media's core network technology components.
- Implement, Support , maintain & develop Virgin Media's Network

- To ensure the integrity of high availability network infrastructure in order to provide maximum performance for Virgin Media Customers
- Implement quality initiatives which will result in improved availability and performance network architecture.
- To be the Voice platform lead within the Operations environment, coaching and driving improvements

## **Specific Tasks/Duties**

### ***Operational Support***

- Responsible for the 2nd line support for all of our Business and residential customers
- Responsible for implementing, maintaining, supporting & developing the Voice core network.
- Drive escalation of technical issues with corporate teams and inter-working with same to ensure speedy resolution.
- Pro-actively monitor network performance and implement quality programs in order to improve service availability and performance.
- Respond to network disturbances both during office hours and as part of an on-call rota.
- Implement or assist in system upgrades / corrections if required.
- Provide technical assistance in the development/deployment of new services and products as required.
- Provide support for incident/crises management process, comply with change and intervention management processes.
- Lead on network problem management and drive success
- Keep abreast to technology development and maintain appropriate level of expertise for supported technologies.
- Provide support to other teams/departments; contribute to development and implementation of “Best in Class” Second Line support processes in conjunction with the Continuous Improvement programme
- Other activities as instructed by Platform and Networks Operations Manager
- Support Third party network and corporate customers nationally.
- Provide technical support to customers as required, eg assist fault-finding on customer’s voice or data equipment
- Support other areas of the business including local Network management centres, Network Operations teams and Network Engineering teams.
- To provide Industry standard availability and performance for Virgin Media Services
- Achievement of Virgin Media’s Operational KPI’s.
- Provide Measurable improvement in system performance.
- Adherence to all operational procedures.
- Achievement of performance as set by Platform and Networks Operations Manager
- Ensure a consistent high standard quality output

## **Qualifications / Education / Experience**

### ***Required***

- Third level degree in a telecoms related subject
- Working experience of SS7 Interconnects, ISDN / PRI & SIP

- Good working knowledge of VoIP
- Knowledge of Mobile networks.
- Knowledge of call routing, call flows, number porting & switch translations
- Knowledge of Intelligent Networks (IN Platform)
- Experience in fault resolution and troubleshooting issues as part of an on-call support team
- Capability to understand & Interpret call traces,
- Experience with using SS7 / ISDN/ VoIP Analyser & PBX Simulator
- Good knowledge of traffic flows, capacity management , performance monitoring and statistical systems
- Good understanding of Telecommunications products and services
- Good understanding of 3rd Party SLAs and their operation
- Good knowledge of Transmission technologies including SDH, DWDM, Cross Connects, Mini Link & DXX Transmission system would be an advantage
- Knowledge of TCP/IP and IP telephony
- Strong aptitude in solving technical problems
- Full clean driving license
- Excellent communication skills
- Self-motivated with the ability to work unsupervised
- Ability to work under pressure to resolve faults
- Team player with the ability to pass on expertise to others
- Flexible approach to working unsociable hours
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#### ***Desirable***

- Understanding of vendor specific technologies such as DMS (Nortel), HiQ (NSN) & Media Gateways (Audiocodes)
- Understanding of the ITIL Service management framework
- Working experience of ticketing system analysis and reporting
- Experience in fault resolution and troubleshooting issues as part of an on-call support team
- Experience in design and configuration of enterprise and business network solutions

## **General**

- Role is based at Dublin, Goldenbridge
- The role would involve 24 hour, 7 days a week on-call cover. On a rota basis
- Training on network equipment and business products provided as needed

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](mailto: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.