



Job Specification

Job Title:	Digitalk Engineer	Job Category:	Technical
Department/Group:	Technical	Job Code Ref:	VSLDE051110
Location:	Hayes	Travel Required:	Yes
Level/Salary Range:	£24K Per Annum	Position Type:	Full Time
HR Contact:	Srini	Date posted:	05 th November 2010
Will Train Applicant(s):	Yes	Posting Expires:	10 th December 2010
External posting URL:	www.voicetecuk.com		
Internal posting URL:			
Applications Accepted By:			
Post: Mr. S.Srinivasan 790 Uxbridge Road Hayes, Middlesex UB4 0RS REF: VSLDE051110		Email: vacancy@voicetecuk.com Attention: Srini: Ref: VSLDE051110	
Job Description			
<p>Job Purpose:</p> <p>A multi-skilled role managing, managing various switching platforms, trouble shooting, and dealing with customer queries over the phone or email. This is an excellent opportunity for an articulate person to join a young telecoms company. VoiceTec specialize in providing a suite of telecommunication services and solutions.</p> <p>Duties:</p> <ul style="list-style-type: none"> • Part of a dedicated team responsible for the day to day running of our global voice network. • Being proactive in the delivery of solutions to customer queries over the phone or via email. Assists and works with technical team to ensure 99.99% system uptime. • Providing first rate customer services support to customers • Managing various switching platforms operated by VoiceTec • Troubleshooting quickly and efficiently. • Identifying situations before they become a major situation • Collects and coordinates data needed by technical staff. • Training support staff to provide reporting for Management <p>Skills/Qualifications:</p> <ul style="list-style-type: none"> • S/NVQ Level 3 • Demonstrate a good working knowledge of VoIP 			



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- Excellent verbal and communication skills
- Excellent time management skills
- Self starter and should be able to work independently or as part of a team
- Good IT knowledge in various Microsoft Office Packages
- Well organized with a keen eye for detail
- Proactive with a can do attitude

Date:	Friday 05 th November 2010
Posted By:	Srinandhan Srinivasan
Closing Date:	Friday 10 th December 2010