

Mitel Field Engineer

Location: Field / home based
Salary: Competitive and subject to experience
Hours: 37.5 hours per week over 5 days
Contact: careers@qdos-sbl.com

About the role:

We are looking for a field-based Mitel 3300 (MiVoice Business) engineer to join our team with experience and accreditation in building, installing and maintaining the Mitel 3300 telephone system, including Border Gateways and ASUUs and applications such as Mitel MiCollab. A knowledge of the Mitel SX2000 system along with IP networking, primarily with HP Aruba managed switches and SonicWALL routers will be advantageous.

With our prime position in the hospitality industry, knowledge of telecom interfaces with hotel property management systems and the role of systems such as voicemail and call accounting will be advantageous.

The successful candidate will be home based, however the role will involve travel across the UK and overnight stays where appropriate which may, at times, involve being away from home for a number of nights at a time. The role also includes taking part in the on-call rota providing out-of-hours support, generally on a one week in four rota.

Communicating with our clients is at the heart of what we do, so the successful candidate must be comfortable dealing with all levels of individuals from our clients, including the tact and diplomacy to reach positive outcomes in difficult situations. The ability to explain technical topics to non-technical people is vital.

In return, you will join a company and team who enjoy working together, and you will have the satisfaction of deploying complex systems into some of the most highly regarded household names in hospitality. The role is rewarded with a competitive salary and a company vehicle.