

**Job Title:** Telecoms and Data Engineer

**Salary:** Salary Negotiable – Depending on experience

Pinnacle Telecom is a leader in the field of business telecommunications and networking, specifically around Mitel. As part of sustained growth, we are seeking to augment our team by adding a Field Engineer to our Cardiff location.

In terms of experience, ideally we are seeking candidates who have Mitel skills, although if you have a wealth of transferable skills with other leading manufacturers and cabling, you are welcome to apply.

The team is highly successful with a great working environment and training to ensure that you fully develop in this role and with a long term career.

**Progression:**

- Candidate will have necessary skills on installing and the commissioning of voice and data cabling networks.
- Candidate will possess preferable skills on installation, programming & commissioning of PABX solutions.  
Mitel experience is an added advantage although not essential.
- Candidates must be comfortable in a Microsoft environment and PC literate.
- Understand LAN/WAN/SIP fundamentals and possess an excellent thorough fault process mentality to correctly evaluate calls, together with self-reliance on their own technical abilities and knowledge.
- Experience of managing escalations and working closely with service partners to achieve a successful resolution. They should be able to demonstrate focused customer care skills, both on site and remotely, clear direction setting and a methodical work ethic.
- Strong communication skills, be well presented with a flexible positive attitude and good proactive problem solving skills. They require a good telephone manner, the ability to communicate verbally and in writing in a professional way and possess the ability to understand the point of view of other departments and put own point of view clearly. They should also be able to keep other departments in the picture and flag potential issues.

**Personal Skills Required:**

- The ability to work well in teams is a pleasant/helpful/optimistic self-starter, requiring minimal supervision.
- Well organized and strong on follow up.
- Punctual with a good attendance record.
- A very capable mind set and full ownership qualities to see a fault through to the end, with a desire to complete each issue to complete resolution and satisfaction even if this continues outside of your working timeframes.

**If you feel that you have the right attitude, skills, with a can do approach, combined with a sound technical background in telecommunications, please forward your CV for consideration to [info@pinnacle-telecom.co.uk](mailto:info@pinnacle-telecom.co.uk)**