



Senior Engineer - Site Based

Document Details

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About ITM Communications Ltd

ITM is a leading independent provider of specialist ICT infrastructure solutions and services based in Milton Keynes, UK. We employ around 75 experienced personnel and serve blue-chip clients throughout the UK, and further afield. We offer capabilities in five key areas of IT Infrastructure and Services: Structured Cabling & Wireless; Data Centre Infrastructure; Converged Solutions; Offsite Build & Test and Site Services. We directly employ, and security clear our own personnel, who each receive regular training and are experts in their field. Our success has been built upon an ability to develop very close working relationships between our employees, clients, business partners, suppliers and other key stakeholders.

Position Details

Job Title	Reports to	Department	Security Level
Senior Engineer - Site Based	Carl Fegan – Customer Service Director	Operations	SC
Location	Hours		
Queen Victoria Street London (QVS)	40 hrs per week 1. 0700-1600 2. 0800-1700 3. 0900-1800 “Flexi shift” to provide OoH cover as required		
Closing date for applications	12/04/2021		
Apply to	HR@itm.uk.com		

Job Purpose

The Senior Engineer is to provide Bloomberg L.P. an onsite presence at the London HQ to work alongside a team of existing engineers from other suppliers. The works will entail day to day Moves Adds Changes and fault resolution. These works will be under the control of Bloomberg infrastructure team and will be prioritised accordingly. The senior engineer will be expected to work in harmony with the existing engineers working a flexi shift system if required to cover any out of hours works. The Senior Engineer will also on occasion, be required to carry out similar works at the Slough Data Centre and Canning Town logistics centre.

Key Accountabilities

- Installation and maintenance of structure cabling, fibre and copper
- Cable testing and fault finding
- Technical support and trouble shooting
- Planning and executing moves, adds and changes
- Maintain documentation and databases
- Use of Bloomberg internal ticketing system
- Maintain Comms room standards
- Liaise with internal employees and external vendors



- Provide quotes on-site projects and materials in conjunction with ITM PMO
- Primarily based in QVS but would need to cover Slough, Canning Town and Docklands sites if required
- Installation of servers and Comms room hardware – “rack and stack / smart hands”
- Making effective day to day operational decisions and proactively manage risk.
- Complete site surveys
- Maintain effective and accurate communication with customers
- Manage onsite labour
- Ensuring quality control is maintained
- Ensuring a tidy work area is maintained at all times
- Ensuring appropriate risk and method statements are in place and adherence of staff to the Company health and safety policy
- Regular communication with customers and team members. Managing expectations and building strong, professional relationships
- Maintaining awareness of all outstanding tasks, issues and commitments ensuring that all elements are dealt with efficiently and in a timely manner
- Assisting with implementing new processes and procedures, inputting ideas and solutions where possible
- Attend meetings and conference calls when necessary
- Adherence to Company Health & Safety Policy
- Adherence to Bloomberg dress code

Person Specification

Essential Behaviour and Skills/Competencies

- Client focused with a drive to deliver excellent service
- Experience in the telecoms Sector
- Organised, detail orientated and punctual
- Able to multitask
- Flexible to take on additional tasks/responsibilities
- Competent in Microsoft Excel, Word and Outlook
- Competent in the use of Fluke test equipment (Linkrunner / DSX etc).
- Knowledge of Fibre, Copper and Wi-Fi communications systems
- Educated to CNCI level or equivalent
- Good communicator verbally and written

Desirable Behaviour and Skills/Competencies

- Full UK driving licence
- Experience of using a Customer Relationship Management (CRM) system think
- Experience of using Office 365 SharePoint/Yammer
- Educated to GCSE level or equivalent (Maths & English minimum)
- Interpersonal communication skills