

Fibre Install Engineer - Leicester

Grain Connect Summary

Grain Connect is a fast-growing national broadband operator headquartered in Carlisle, with a range of opportunities across the UK. The company is transforming its customers lives by delivering the fastest broadband products in the UK over an advanced fibre network using dedicated fibre lines to each of the premises it serves. Covering both new build housing developments and existing buildings in urban centres across the UK, we are helping to bring digital transformation to the UK. Delivered over an efficient and high performing network, we offer an exciting range of products to residential and small business customers.

Projects are diverse, and the ideal candidate would have some experience working on Fibre Network Builds (FTTH) mainly focussing on customer installations.

If you want to join one of the fastest growing companies in an exciting industry, then apply today!

Role Profile

Reporting to the Field Manager you will install Full Fibre broadband into residential properties.

Typical Deliverables

The job role involves (amongst others):

- Installing full fibre internet connections into residential properties
- Liaise with our Customer Service Team to diagnose and resolve any technical issues
- Fault finding
- Installation and commissioning of active equipment
- Reporting progress daily via in house systems
- Some overnight stays required depending on workload
- Adhering to safe working practices.

The following skills & experience is required:

- Have some experience carrying out fibre installs into peoples homes, or experience within Telecommunications
- Exceptional customer service skills
- Must be able to communicate well with both customers and team members
- A sound knowledge of the Telecommunications industry
- Must be able to follow instruction and work to deadlines
- Must be highly organised and also be able to work off your own initiative

- Full clean UK driving licence

The right candidate will be experienced in following area:

Safety Conscious: Pro-active in matters of safety and is committed to keeping up to date with health and safety standards and legislation. Drives a safety-first culture with own team, suppliers and customers.

Quality Focused: knows the importance of getting it right first time.

Customer Driven: Can deal politely and effectively with customers on a regular basis and can communicate clearly. Ensures high standards of customer service and satisfaction at all times.

Team Player: Able to work collaboratively with colleagues and with third parties to achieve collective goals. Promotes best practice to fulfil their requirements in line with the business goals.

Excellent Employee Benefits

Including:

- A salary of up to £25,000 per annum
- Pension scheme.
- Company van, fuel card, laptop, and phone
- 25 holiday days per year.
- Perk at Work scheme