

Job Description

Job Title: Senior Telecoms Analyst

About SLC

Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible for student support delivery in the UK.

Company Mission

We enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

Company Vision

Our vision is to be valued as a digital, customer-focused, centre of excellence.

Job Details

Grade:

Grade 3

Reporting to:

Telecoms Team Lead

Job Purpose:

Student Loans Infrastructure Support team require a highly skilled Senior Telecoms Analyst to join our Telecommunications Team. The Senior Telecoms Analyst will support and maintain all telephony components including, administration and management of Avaya ACD and peripherals, collaboration technologies (audio & video conferencing) and Nice call recording estate. A strong emphasis on MDM is a requirement and in particular exposure to BES 12 would be beneficial.

The successful candidate will require a degree of flexibility as out of hours and on call working is often required.

Key responsibilities:

- Support and maintain the SLC telephony systems ensuring 24/7 system availability
- Deputise for Telecoms Team Lead
- Contribute to continued improvement and progression of the team through cross training and knowledge sharing
- Liaising and managing third party relationships
- Support all 4 SLC sites; Glasgow, Darlington, Hillington and Llandudno as required
- Effectively manage own time and be accountable for work prioritisation
- Identify and escalate issues via appropriate channels in a timely manor

Knowledge, Skills and Experience:

Essential

- Previous Support Role experience at 1st and 2nd Line level

- BES 12 MDM (Apple DEP, VPP, corporate app store)
- Improve service in an established Contact Centre environment and supporting integration to all peripheral equipment. Avaya systems knowledge being essential (Communication Manager, Session & System Manager, Messaging, CMS)
- NICE Perform/Engage
- Workplace Recovery
- MPLS

Desirable

- Avaya Voice Portal
- Avaya AES
- Collaboration Technologies (Polycom RMX, VBP, and CMA, Avaya Conferencing)