

Telecoms Assistant – London – 1 fixed term role 12 months with possibility of extension of permanency.

Band C Salary - £25,400- £29,623 plus benefits

THE COMPANY

The Parliamentary Digital Service (PDS) forms part of the Parliamentary Administration.

We are the strategic Technology partner to the Commons and the Lords and deliver new technologies and technology enabled change both through 3rd party contracts/procurements and in-house bespoke development. We are responsible for all operational ICT support for Parliament including a complex business applications portfolio and a secure and efficient network / desktop environment for MPs, Lords and Parliamentary staff.

THE ROLE

The Telecoms assistant role is in the Live Services Directorate. You will be following agreed procedures, receiving and handling requests for information and supporting and providing routine advice to users on the telecoms products and services including Contact Centre, Broadband, SMS Messaging Services, Mobile Voice and Data Services and Voicemail services which are available to them at Parliament.

For more information and the job description please visit www.parliament.uk/jobs

YOUR SKILLS AND EXPERIENCES

We are currently looking for a Telecoms Assistant who has:

- Ability to understand the needs of our customers, keeping them in mind when taking actions or making decisions
- Excellent attention to detail and strong numeric skills
- Experience of dealing with third party service providers
- Ability to grasp new concepts and terminology and learn new systems and services quickly, asking for help when required
- Good knowledge of mobile telephone technology and services

Desirable:

- Basic knowledge of telecoms services

SALARY AND BENEFITS

We offer a comprehensive benefits package including:

- excellent learning and development opportunities
- generous annual leave,
- contributory pension scheme,
- childcare voucher scheme, on site nursery,
- season ticket/bicycle loans,
- in house gym

HOW TO APPLY

Please ensure that you send your CV with a covering letter. Your CV should demonstrate broadly how you meet the criteria in the job description. Your covering letter must specifically address the five areas listed below. Your application will not be considered if these are not both completed.

1. Good knowledge of telephony, mobile technology and related services.
2. Demonstrates good communication skills with the ability to communicate effectively both verbally and in writing.
3. Excellent organisational skills with a methodical approach to prioritising work to meet deadlines.
4. Good customer facing and interpersonal skills, is able to develop good working relationships with staff at all levels and has proven understanding of service delivery.
5. Ability to grasp new concepts and terminology and learn new systems and services quickly, asking for help when required

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