

Job specification

Fixed-line/VoIP expert

Location: Isle of Man
Reports to: SysOps Manager
Date published: 4/8/2017

About the role

As the first point of contact for our fixed and VOIP customers, your job is to help ensure the success of our VOIP and fixed Channels.

You will utilise telephone, email and remote support tools to work with remote customers and report directly to our SysOps Manager.

You will have a technical background and good understanding of IT, with strong communications skills, particularly over the phone. Recent graduates will be considered for this role.

Knowledge of the following are suggested but not essential as training can be provided to the correct candidate:

- Hardware Support (fault finding)
- VoIP
- Network experience (Including switch configuration, diagnostics and firewall administration)
- Experience with modem configuration
- Knowledge of ADSL\VDSL

What's in it for you?

- Competitive package, bonus scheme and recognition awards
- Company-wide pension scheme and private health insurance
- Gym membership scheme
- Flexible personal interest allowance, development and training
- Extra half-day holiday on your birthday every year
- Family friendly with maternity/paternity allowance
- Wide range of social events including legendary Christmas and summer parties
- Excellent exposure in a fast-paced environment whilst being challenged and rewarded



About plan.com

plan.com is the UK's fastest growing business communications provider.

We're technology-led and invest heavily in our award-winning online portal, which our partners use to generate quotes, close deals and manage customers.

Thanks to our portal, we've torn up the rulebook and changed the industry. It gives our partners unprecedented levels of flexibility and control, helping them to open and close deals, as well as deliver exceptional service even when they're away from their desks.

Along with our outstanding customer service and impressive commercials, it's the reason we're number one.

Got what it takes?

Drop us an email using the address below. You can use this address to apply for the position or to ask any questions you may have.

When applying for the role, we'd appreciate a cover letter (please keep it under a printed page), an up-to-date CV, and links to any additional, relevant materials such as a portfolio for creative work.

Why work on the Isle of Man?

The Isle of Man is safe, social, attractive and offers low tax rates.

Rugged coastlines and rural landscapes make the Isle of Man a stunning place to work.

Whether you grew up here or you're new to the island, a career at plan.com not only provides a fantastic working environment surrounded by amazing people and exciting work, but being based on a stunning island ensures that you will find the right balance between work, relaxation and adventure.

What to expect from a career at plan.com

plan.com launched in October 2013. We're young, energetic and growing fast, which means we're always on the look-out for people who share our passions, dedication and will grow with us.

We promise that when you start your career with us, you'll never stop learning and you'll never stop being challenged.


If you fit the bill, get in contact. We'd love to hear from you.


We're not your average company

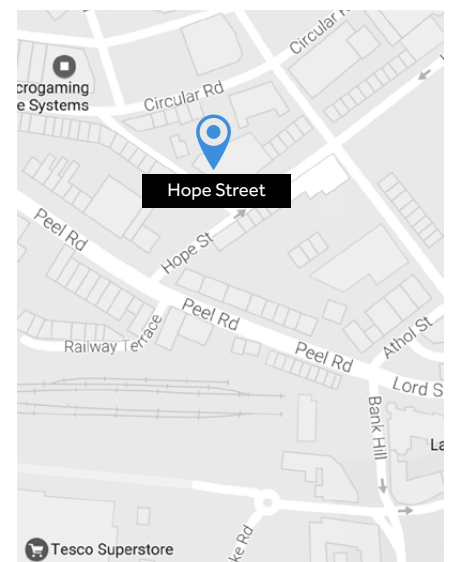
We work hard but we play harder. Everyone's input counts.

Whether you're an assistant or a director, you know that your role is going to make a difference to the success of the company.

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