

Job Description and Personal Specification

Job Title: Trainee Communications Engineer

Date: 02.04.2022

Reporting to: ICT Director

Ref: KG06042022

Function: Operations

Author: ICT Director

Location: Exeter

Job Purpose

To deliver unified communications solutions to customers in a professional manner integrating with Microsoft's suite of 365 applications.

Principal Responsibilities/Duties

Working with an experienced team to deliver Microsoft solutions:

- Liaise with customers regarding the implementation of their solution
- Work on the 365/Teams Admin Centre
- Complete customer data collections
- Implementation of call flows and auto attendant
- Deliver SIP trunks for Teams direct routing

Essential Skills

- General knowledge of Microsoft products
- Driving licence
- Good communicator
- Passion for technology