



The Scottish Parliament
Pàrlamaid na h-Alba

Telecommunications Specialist

About the Post

We're offering the opportunity to join our Business Information team (BIT) at the Scottish Parliament to deliver a high-quality service to our wide range of customers, including Members of the Scottish Parliament (MSPs), their staff, office holders and Scottish Parliamentary Service Staff.

You will be joining the Client & Desktop Services Team, within BIT, and we are looking for a dedicated Telecommunications Specialist to make a positive contribution to the work of our team. The ideal candidate will have strong technical experience of supporting telephony in an organisation, as well as possessing good collaboration and teamworking skills.

We support approximately 1400 'Windows 10' network users with the majority of services delivered from Holyrood. In addition, we support more than 100 constituency and regional offices as well as homeworkers.

In the Holyrood campus we have around 1700 active numbers, 1400 of which are digital extensions, with the remainder being analogue lines and basic rate ISDN channels. Our telephony service is provided via two Siemens Realtis PBXs linked by DPNSS fibre. They connect out to SEMAP+ voicemail and via Aculabs Gateways for VOIP calls for a subset of users—we will be rolling out VOIP capability further across our user base as part of a project. We provide call reporting through Tiger reports and have helpdesk ACD systems, and 4 Switchboard operator consoles. Our Video Conference kit is currently the Cisco C60 Profile Dual 55" System (fixed) and Cisco Edge 95 MXP (portable) running over IP.

Duties

Reporting to the Desktop Manager, your main duties will include:

- Oversee, support and maintain the telecommunications infrastructure and its associated software, including PBX, VOIP, call management systems, voicemail and video conferencing systems
- Provide support for Scottish Parliament issued devices including desk phones, smartphones, tablets, hybrid devices, laptops and PCs which interact with telecommunications systems
- Manage IT incidents and change requests to agreed service standards, performing investigations and root cause analysis where required, thereby enabling the wider team to deliver its objectives

- Create and maintain documentation of telecommunication systems, inventory and guides, as well as procedures for systems administration
- Work in a team setting, sharing telecommunications expertise with colleagues and assisting them with calls, including mentoring IT staff who may cover the support of our telecommunications systems
- Oversee video conferences to deliver a successful user experience, collaborating on queries, usage and call quality
- Co-ordinate and assist IT staff to deliver desk moves, including IT derig, setup, network testing and patching, and the re-implementation of custom telephone configurations
- Generate management information on telecommunications, including usage, performance, inventory and billing queries
- Support and deliver contract management for telecommunications services, as well as building business relationships with key suppliers and liaison with onsite engineers
- Conduct research on emerging telecommunications products and services, and make recommendations for their adoption
- Input to telecommunications projects with a goal to improving or expanding the current infrastructure

Skills, Knowledge and Experience Required

To be successful you will need at least three years' experience in supporting business IT Telecommunications and must be able to demonstrate the following skills and knowledge:

1. High Quality Customer Care

- Ability to operate effectively in a demanding customer environment, developing excellent relations with customers, suppliers and stakeholder in other business areas
- Experience of managing incidents and service requests to resolution, drawing in the right expertise at the right time

2. Specialist Technical Skills

- Good technical knowledge of PBX, VOIP, voicemail and call management systems
- A practical knowledge of current telecommunications practices, protocols and principles

3. Problem Solving and Decision Making

- Proven analytical and problem-solving skills to undertake telecommunications research, problem management and to deliver continuous improvement to the service
- Ability to assess, plan and deliver staff office moves and videoconferences

4. Team Working & Collaborative Working

- Ability to conduct effective knowledge transfer (written and verbal) of complex technical or procedural information for colleagues in a team environment
- Good negotiation and influencing skills, particularly regarding public sector supplier management

Your application should provide evidence demonstrating the skills, knowledge and experience as described above.

Application process

To apply, please provide:

- your CV (maximum of two sides of A4) setting out your relevant career history, responsibilities and key achievements and;
- a **supporting statement** on why you have applied and what interests you, demonstrating why you consider you are suitable for the role, having regard to the skills, knowledge and experience requirements for the role, as detailed above. This should be no more than two sides of A4.

Please send this and our completed Equal Opportunities Monitoring form to jobs@parliament.scot by **5pm Wednesday 18 September 2019**. **We will only consider applications that include a covering statement.**

Please note that interviews will take place week commencing **7 October 2019**, however, this may change.

For any questions about the post, please contact Alan Hay, Desktop Manager by email or telephone:

alan.hay@parliament.scot

Tel: 0131 348 5299

Applications from Gaelic speakers are welcome. Cuirear fàilte air tagraidhean bho luchd-labhairt na Gàidhlig.

If you don't receive an automated acknowledgement within 24 hours of submitting your application, please contact us.

Disability

We guarantee to interview any disabled applicants who meet the essential requirements for the job they've applied for. This means that if you meet the criteria we have set and are assessed as providing "acceptable" evidence of the skills and qualities asked for we will automatically invite you to interview.



If you have a disability and would like to talk to us about any aspects of this job, please get in touch.

Salary

The salary range for this post is shown below:

Minimum	Year 1	Year 2
£27,187	£30,119	£33,706

Benefits

We offer a great range of benefits including 41.5 days' leave (including public holidays), the opportunity to join the Civil Service pension arrangement with employer contributions of approximately 20.0%, as well as flexible working arrangements and family-friendly policies.

General Data Protection Regulation

For further details on how we will process your personal data please refer to the [HR Workers Privacy Notice and SPCB Recruitment Privacy Notice](#)