

## Job Specification Profile

**Job Title: Definity Account Technician**  
**Vacancy Code: DEMENTLO005**

**Date: 24 September 2008**  
**Grade: 3**

### Profile:

The ideal candidate should be an experienced Service Technician with extensive Definity experience.

The position will be home based. Predominately working in London and the South east, Providing Definity Support and also providing cover to other key contracts through remote support and site visits.

### Key Responsibilities:

- Responding to service calls providing remote and on site support.
- Oversee and pro-actively manage faults and manufacturer escalations.
- Ensure lines of communication are kept open until faults are resolved.
- Out of hours callout on a rota basis.

### Product Knowledge – Essential

- An extensive understanding of Multi-vantage S series server products. You would also have a working knowledge of CMS & Audix.
- ACA as a minimum
- VOIP experience
- Communications protocols including ISDN, DPNSS, QSIG and associated testers.
- Data Networking knowledge

### Product Knowledge – Desirable

- Knowledge of other products in the Central Telecom portfolio
- Call Centre Management
- MM, UM
- A minimum of 3 years working in a field service role, maintaining Definity PBX equipment.

### Personal Qualities

Extremely polite, helpful and customer focussed.

Resourceful and hard-working. Capable of working within a close-knit team.

Good communicator with the ability to remain self motivated and focussed on organisational goals.

Able to work under extreme pressure.

### How to Apply

Please apply in writing quoting the job title to [ssmith@central-telecom.co.uk](mailto:ssmith@central-telecom.co.uk) or Sharon Smith, Central Telecom UK Ltd, 3 The Maltings, Wetmore Rd, Burton On Trent, Staffordshire, DE14 1SF.