POSITION DESCRIPTION STATEMENT (PDS)

Position title	Senior Support Engineer
Position number	4.04
Functional Area	Support
Version	1.0
Date	18/06/2025
Language	English

1. POSITION SUMMARY:

Evolve IP EMEA is seeking a highly experienced and motivated Senior Voice Support Engineer to join our growing technical team based in Cardiff. This hybrid role combines advanced technical troubleshooting, partner support, documentation ownership, and mentoring responsibilities.

The Senior Engineer plays a key role in ensuring service excellence for our voice platform across the EMEA region. You'll handle complex technical incidents, support junior engineers, and collaborate across departments to drive continuous service improvement. You'll also act as a subject matter expert for key voice technologies, while working closely with our upstream providers and technical leadership.

This is a fantastic opportunity for a hands-on engineer with a passion for collaboration, development, and delivering great customer outcomes.

2. PLACE IN THE ORGANIZATION:
- Reports to: Operations Manager
- Department: Support (EMEA)
- Location: Cardiff, UK (Hybrid – 3 days in-office, 2 remote)

3. TASKS & RESPONSIBILITIES:
- Provide advanced technical support for Evolve IP UK's voice platform via phone, email, and ticketing systems.
- Ensure timely and effective resolution of complex partner incidents.
- Participate in a structured shift pattern covering 8:00-18:00, Monday to Friday.
- Deliver on-call cover for critical issues on a rotational basis (24/7 support).
- Liaise with upstream vendors and third-party providers to replicate issues and analyse diagnostics.

- Conduct on-site customer visits as required.
- Ensure all personal support tickets are resolved within SLA.
- Provide or assist in root cause analysis for major issues.
- Create, maintain, and own internal/external technical documentation.
- Take ownership of agreed products as a subject matter expert, sharing knowledge across the team.
- Provide training and mentoring to junior engineers.
- Collaborate with other departments and contribute to cross-functional projects.
- Feedback operational insights and improvements to the Operations Manager.

4. COMPETENCES:
- Technical Leadership – Demonstrates deep subject knowledge and shares best practices across the team.
- Customer Focus – Maintains a service-oriented mindset with professionalism and empathy.
- Analytical Thinking – Strong ability to diagnose, troubleshoot, and resolve complex technical issues.
- Mentorship – Supports team development and knowledge sharing through training and coaching.
- Collaboration – Works well across teams with effective and transparent communication.
- Accountability – Takes ownership of tasks and ensures SLA compliance.
- Adaptability – Able to thrive in a high-paced, changing environment.

5. KNOWLEDGE & SKILLS:
- Proven experience in a technical support or engineering role, with a focus on voice technologies (e.g., VoIP, SIP, PBX).
- Working knowledge of platforms such as BroadSoft, Cisco, or similar.
- Strong diagnostic and fault isolation skills.
- Confident communicator with the ability to manage partner expectations effectively.
- Skilled in documenting processes and troubleshooting steps.
- Able to prioritise tasks and manage workload independently and as part of a team.
- Desire to continually improve technical knowledge and help others grow.

6. KEY PERFORMANCE INDICATORS (KPI'S)
- SLA compliance on ticket resolution.
- Escalation rate and resolution success for complex issues.
- Quality and accuracy of documentation.
- CSAT (Customer Satisfaction) scores.
- Mentoring contributions and team development impact.
- Subject matter expertise and training delivery.

7. BENEFITS:
- 25 days annual leave (increasing up to 30 with service), plus bank holidays.
- Hybrid working: 3 days in-office, 2 days remote.
- Modern, city-centre office environment.

- Life assurance and Foresight Healthcare plan.
- Access to vendor training and certifications.
- Career progression opportunities in a fast-growing business.
- Rewards and recognition scheme.
- Inclusive, supportive team culture focused on personal growth.