



Service Delivery Coordinator

Location: Southend on Sea, Essex

Company Description

Optinet provides Communications Infrastructure services, including fibre, bandwidth connectivity, voice and managed WiFi services to the world's leading businesses. We heavily focus on customer service and provide unrivalled industry expertise using advanced network technologies.

Position Description

An exciting opportunity has arisen at our Southend offices for a Service Delivery Coordinator.

You will be responsible for delivering customer orders and liaising with customers, suppliers, network operations and finance.

The ideal candidate will hold the following knowledge and experience:

- At least 3 years' experience delivering ADSL, FTTC, EFM, Ethernet & SIP
- Knowledge of 3rd party systems (TTB, SSE, BTW, VM, Colt, Openreach & Gamma)
- An understanding of MPLS, VPLS & SIP
- Prince 2 Project Management
- Highly driven & committed with ability to recognise and improve order management

Responsibilities

- Full control of order acceptance to order completion
- Handle and resolve problematic deliveries or customer concerns
- Building relationships with customers
- Communicate directly with customers, suppliers and internal staff
- Utilise ticketing systems to accurately record the delivery
- Report on WIP and the associated forecasted financials

Rewards

- Competitive salary
- Overtime when required
- Bonus opportunities
- Mobile phone
- Free refreshments
- Part of a small, flexible and casual working environment
- Opportunity to develop industry and technical knowledge