Network Operator

- *Reporting to – Network Operations Manager*
- *Location – Manchester*
- *Duration – Perm*
- *Hours Per week – Full Time (37.5 hours per week)*

Job Profile

This critical role is responsible for managing and maintaining the charging infrastructure ensuring it is operational and efficient. This includes monitoring performance, analysing trend data, managing change and maintenance activities and providing ongoing support to ensure we adhere to 99% availability and our charging infrastructure is available 99% in accordance with Public Chargepoint Regulations

Key Responsibilities

Reporting to the Network Operations Manager you will be responsible for:

- **Infrastructure Management** – maintaining and managing charge point incidents as well as logging and co-ordinating Problem Management
- **Performance Management** – Continuously monitoring the performance of charging sites and addressing any issues to assure our services.
- **Maintenance and Troubleshooting** – managing maintenance activities and ensuring suppliers are delivering against requirements, troubleshooting malfunctions and ensuring trackable tasks are logged to resolve any issues in a timely fashion.
- **Incident Management** – Identifying, diagnosing and resolving network issues including opening and closing incidents.
- **Change Management** – Implementing and validating change requests
- **Documentation** – Maintaining accurate records of incidents, problems and changes within our ticketing system.
- **Escalation** – Escalating unresolved issues as required
- **Knowledge Base** – Support with updating and building a knowledge base for repeat issues affecting charger performance and documenting paths to resolution.
- **Project Support** - Supporting project managers in the delivery of optimization projects such as delivery of new asset management tool
- **Supplier relationship** - Liaising with contractors for progress updates to support the Network operations function
- **Reporting** - Running standard reports and analysing Power BI Trend Data to enable proactive management of issues and identifying opportunities to improve the performance of networkSupporting company initiatives around driving a customer focused business and increased utilisation of the network.
- Supporting the growth of the business and fostering a positive work culture in line with the company's vision and ambition.

Experience:

- **Technical Skills** – Understanding of EV Charging network protocols, hardware and software OCPP / OCPI – Good understanding of network protocols and ability to understand ITIL fundamentals of incident management
- **Troubleshooting** – ability to diagnose and resolve basic network issues
- **Communication** – Strong verbal and written communication skills
- **Problem Solving** – Ability to identify and resolve issues efficiently
- **Customer Service** – Providing excellent customer service to ensure that our customers love every electric journey in line with our strategic vision
- **Technology awareness** - Proficient in the use of Microsoft Excel, Word, Power BI & Powerpoint
- **Communication** - Excellent communication and interpersonal skills with the ability to engage effectively with a wide range of stakeholders.
- **Analytical Mindset** Strong analytical, organisational, and multitasking skills.
- **Service Improvement** – ability to identify opportunities for improvement and work on implementation plans and business cases