

Position Description

Role Overview	
Position Title:	Service Centre Technical Advocate
Reports To:	Service Centre Delivery Manager – Network
Location:	Christchurch
Date:	May 2022

Why Enable?

As a locally owned business, we aim to reflect the wider diverse community that we serve. At Enable, inclusion and diversity are at the centre of what we do, and one of our four core values is to ‘Show the Love’. It determines the way we think, who we employ and how we work together and with our community. We encourage our people to bring their authentic selves to work, creating a safe, inclusive and innovative environment for our people and our customers.

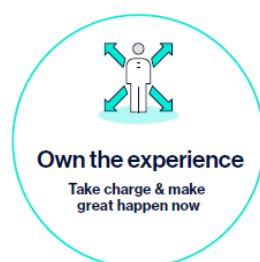
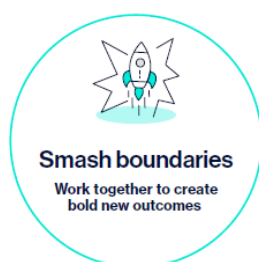
Enable would be nothing without the passion our people have for the work we do. We believe in empowering our team and giving them the tools, they need to ‘Smash Boundaries’ and create new outcomes that delight our customers. So, why would you want to become an Enable person? We’re working on some great initiatives for our community, but we also look after our people too.

Enable is a living wage employer and offers a benefits package including a fibre broadband allowance, wellbeing and sustainability allowance and an extra day off per year to attend volunteer days, for your birthday or just to relax! We believe our people do their best work where, when and how it suits them, so our flexible working arrangements are as flexible as they can get.

Alongside our owners, the Christchurch City Council, we are committed to being net carbon neutral in our operations by 2030. We also want to operate our business in a sustainable way so future generations can continue to thrive. Our office is rated a green star 4 and we’re investing in smarter tools and systems to reduce our waste and resource consumption.

We enjoy every moment that we spend **‘Connecting our Community with Unlimited Opportunity’**.

Enable Fibre broadband allows people to connect like never before, and here at Enable we don’t just believe in connecting people with the world online – we believe in connecting with the people of our community. We are committed to helping make Christchurch a better place for our community to connect, live, work and do business. We strive to be customer-led, understanding the unique needs of our customers and wider community, ‘keeping it simple and fresh’, and working together to deliver experiences that delight, and build trust – after all, here at Enable we ‘own the experience’.



Purpose of this Role

As a Service Centre Technical Advocate you will be a vital part of the team tasked with operating a 24 x 7 surveillance and monitoring centre (NOC Tier 1). Alarm monitoring and resolution of incidents on Enable's Fibre network will be your responsibility.

You will facilitate the successful resolution of major / critical service interruptions, confidently lead Enable through crisis management incidents, facilitate restoration and communication notifications / updates; support field technicians, and conduct/participate in detailed ICAM reviews after major/critical network outages.

Key Relationships	
Within Enable:	<ul style="list-style-type: none"> → Operations Team Members (at all roles and levels) → Commercial Team → Business Technology and Innovation Team → Wider Enable Teams
Major External Contacts:	<ul style="list-style-type: none"> → Suppliers → RSPs → National Lifelines and Civil Defence → Other LFCs
Key Dimensions of Role	
Number of Reports:	→ Nil
Expenditure Authority:	→ N/A
Decision Making Authority	
Decisions Expected:	<ul style="list-style-type: none"> → Identify and facilitate remediation of Network risks to ensure optimal network performance → Approve change and release requests
Recommendations Expected:	<ul style="list-style-type: none"> → Customer experience improvement recommendations → Process improvement recommendations
Key Responsibilities	
Business Outcome:	Key Responsibilities:
Service Second to None and Always On	<ul style="list-style-type: none"> → Act as an advocate of the customer, focus on providing quality customer experiences and anticipate and meet the needs and expectations of both internal and external customers. → Work with the wider Operations teams on implementation of new services → Coordination of events, incidents, and requests (change management). → Manage network monitoring, repairs, installation, and resolution of complex services → Contribute to delivering a fully functional and always on Enable network on the 24x7 roster. → Real time accurate internal and external communication → Provide technical expertise to ensure optimal Network performance at all times. → Conduct and participate in Root Cause Analysis and act on any recommendations that involve changes in an asset lifecycle or process improvements. → Help our customers drive service improvements → Identify and analyse problems; weigh relevance and accuracy of information; generate and evaluate alternative solutions; make recommendations

	→ Monitor field partner performance to exceed Service Level Agreements and KPIs, minimise service downtime, and restoration durations in relation to Service Partners
Operational Stakeholder Management	<ul style="list-style-type: none"> → Establish excellent working relationships with a wide range of stakeholders, including Suppliers, Utilities, Councils, and with Enable's teams → Build and maintain relationships across the organisation ensuring relevant stakeholders are engaged → If required, collaborate with peers or leaders to make a joint decision, always owning your customers experience end to end
This position description is not intended to be a complete or limiting description of the functions that may reasonably be requested to undertake.	

Other Relevant Information	
Health, Safety and Wellness:	<ul style="list-style-type: none"> → Demonstrate a commitment to continually improving health, safety and wellness performance. → Allocate the necessary human and financial resources to achieve operational and strategic goals.
Continuous Improvement:	<ul style="list-style-type: none"> → Seek out ways to continuously improve and own the experience by taking charge and making great happen. → Participate enthusiastically and positively in improvement initiatives.
Statutory / Compliance Responsibilities:	<ul style="list-style-type: none"> → Safeguard Enable from legal/reputation risk by complying with all relevant statutory, regulatory, contractual and legal requirements and standards. → Comply with all of Enable's requirements and policies including the enforcement of internal controls and delegated authority rules. → Know and monitor compliance and advise the CEO and General Counsel on any risk and ensure agreed mitigation plans are in place and actioned.
Diversity & Inclusion	<ul style="list-style-type: none"> → Foster a culture that embraces diversity, capability, inclusion and trust for Enable People and community. → Each one of our Enable People bring with them a diverse set of perspectives, work and life experiences, as well as religious and cultural differences. The power of diversity can only be unleashed, and its benefits reaped when we recognise these differences and respect and value each other irrelevant of our backgrounds. → Challenge your thinking and biases with others who will have different experiences and opinions, in order to drive more robust and collaborative outcomes → Enable People work in diverse teams, making for a safe, inclusive and innovative environment.

Person Specification	
Formal Education	→ Relevant tertiary education
Specialist Training and Experience	<ul style="list-style-type: none"> → Experience and knowledge in network operations the monitoring and management of a network operations center (advantageous) → GPON and/or FTTH experience desirable. (advantageous)
Specific Knowledge, Skills and Attributes	<ul style="list-style-type: none"> → Proven ability to work well within a team → Customer centric approach → Great attention for detail and critical thinking abilities

	<ul style="list-style-type: none">→ Willingness to continuously be learning→ Strong written and verbal communication skills→ Driven for results.→ Process development and continuous improvement→ Ability to prioritise competing demands.
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