



Job Specification

Technical Team Leader, Network Operations

Role: Technical Team Leader, Network Operations

Location: Remote

Department: Network Operations

Type: Full time

Min-Experience: 5+ years of experience in a Network or Infrastructure engineering role

Start Date: As soon as possible

Package: Competitive salary and bonus + benefits

Application process: CV plus cover letter

About LoopUp

LoopUp is a high growth technology company on a mission to improve the way business professionals meet when they can't be together in person. The company has multiple business lines all operating in or around the telecommunications sector.

- **Cloud Telephony:** Cloud solutions offer the promise of consistent telephony for all users worldwide – but telecommunications are still heavily regulated and most service providers only offer limited international coverage. This means that multinational businesses end up with a patchwork of providers. LoopUp, however, provides a fully managed global service with unrivalled expertise in Microsoft voice solutions.
- **Remote Meetings:** For virtual meetings with clients or other important external guests, businesses need technology that won't let it down – there's simply no room for a bad experience. LoopUp video conferences are simple for guests to join and audio is absolutely reliable. LoopUp transforms remote meetings, promoting client engagement and driving better business outcomes.
- **Managed Event Calls:** Event by LoopUp is a premium service that offers a 'white glove' experience to businesses requiring management of important, large attendance event calls.
- **Hybridium:** Hybridium is a hybrid remote and in-person method to host meetings. At Hybridium we provide all-in-one hybrid auditorium and event technology designed to deliver the most impactful event.

More than 5,000 organisations around the world use LoopUp – from major multinationals to fast-growing SMEs, public sector bodies and professional services firms.

We're a fresh, energetic firm with a vibrant culture. At LoopUp, people work hard, and you very much get out what you put in. We're a meritocracy. If you work hard and do well – with our help and support – there are no limits to your speed of progress. We're on an exciting journey, and we invite you to apply to join us on the ride.

About the role

We're currently seeking thorough, diligent and hard-working individuals to join our best in class Network Operations team. This role will oversee a small team of engineers, responsible for routine support, projects for general infrastructure & internal IT. The Team Leader will have strong technical skills and the ability to provide hands-on support when required.

Key Responsibilities:

- Lead, motivate and mentor a small team of engineers.
- Oversee the day-to-day operations of the team, including support activities, project planning, scheduling, and budgeting.

- Ensure that all projects are completed on time and to a high standard.
- Ensure support activities are delivered against agreed measures and SLAs.
- Collaborate with other departments and stakeholders to ensure that projects are aligned with the company's overall goals and objectives.
- Provide hands-on technical support frequently (maintenance, troubleshooting, deployments)
- Ensuring infrastructure and systems are secured
- Monitor team performance and provide constructive feedback to help team members grow and develop their skills.
- Stay up to date with the latest technology trends and industry developments, and share this knowledge with the team.
- Supplier management
- Ensure that team members have the necessary resources and support to complete their work.

About you

Requirements:

- At least 5 years of experience in a Network or Infrastructure engineering role.
- Strong technical skills, with experience in Microsoft platforms (Azure, AD, M365), Networking (Cisco, Juniper) Telephony and Server Architecture.
- Excellent organizational and project management skills.
- Strong communication and interpersonal skills.
- Proven ability to motivate and mentor team members.
- Knowledge of ISO27001 standards and ITIL Framework
- Budget Management
- Experience with Solarwinds / other monitoring platforms
- Right to work in the UK

Desirables:

- Knowledge of Dialogic or Ribbon SBC
- Previous Service Desk Role / Experience
- Certifications in Azure AZ-104 ,
- Teams Admin MS700 (or Similar)
- Cisco CCNA (or similar)
- Linux Admin (Centos, Ubuntu)

Next steps

Please contact netopsrecruitment@loopup.com with your CV and cover letter – outlining why you are applying for this position. We will reach out to selected candidates to invite them to interviews.

LoopUp is proud to be an Equal Opportunity employer. We do not discriminate based upon race, religion, color, national origin, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender, gender identity, gender expression, transgender status, sexual stereotypes, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics. We also consider qualified applicants with criminal histories, consistent with applicable federal, state and local law.

LoopUp is committed to providing reasonable accommodations for candidates with disabilities in our recruiting process. If you need any assistance or accommodations due to a disability, please let us know at hr@loopup.com.