



## Implementation Specialist

Bermuda

LinkBermuda

LinkBermuda provides voice, data, Internet, cloud, hosting and business continuity services to its customers in Bermuda and operates a highly advanced network of diverse international and domestic fiber cable systems. With its rich history of innovation and continued commitment, LinkBermuda is the leading global telecommunications partner in Bermuda.

The Implementation Specialist – Business Services is responsible to deliver and implement customer specific voice, data solutions and dedicated Internet solutions. The Implementation Specialist will receive a design analysis, estimated cost, approved engineering request, and signed services agreement, for the specific customer solution. They will then project manage the network build to provide customer specific services in a timely and cost-effective manner. The Implementation Specialist goal is to maintain the project costs within the approved engineering request and ensure the projects get completed in the time frame agreed to by the company and the customer. They will work directly with Network Engineering, Business Provisioning, Business Support, Sales and the Customer directly.

### Responsibilities

- Work with Customer Solutions Engineers to ensure technical specifications and solutions are implemented as per the Approved Engineering Request and Design;
- Conduct Project Management of Customer implementation Solutions to ensure smooth and timely customer cutover.
- Process multiple ongoing customer(s) implementations;
- Work with installation and operations to ensure solutions are delivered on time and provide the necessary information and equipment for ongoing support;
- Work with partner teams such as outside plant build, equipment installation and operations support to the engineering design
- Deliver a plant ready solution to Business Support, where applicable, to coordinate customer installation of Business Services.
- Interface with suppliers to ensure equipment is ordered and delivered on time;
- Provide Sales and the customer with ongoing updates, on project status;
- Evaluate the quality of technical installations to ensure standards were followed according to the approved design;
- Primary point of contact for investigating customer complaints that arise during or after implementation;
- Responsible for reviewing the work of the technicians and determining whether there are any deficiencies with that work;
- Provide recommendations to improve the implementation process including the technical quality of installations
- Create and maintain customer reporting for circuits – data and voice.

### Experience & Qualifications

- Post secondary education Bachelor's degree in Engineering is an asset;
- Understanding of network design beneficial to achieving business customer solutions;
- Understanding of Structured Cabling, Fiber Optic, and Fiber Coax systems;
- Current Telecommunications knowledge or experience preferred with emphasis on telephone, data networks and IP;
- Strong organizational skills;
- Demonstrated interpersonal skills, comfortable working in team environment with internal and external stakeholders;
- Computer skills (MS Office, Excel, Internet, Email).
- Valid Drivers License;
- Presentation skills;
- Requires some travel local to the regions where Business Services are available;
- Handling multiple simultaneous projects and competing work priorities;
- May require to work nights and weekends to meet deadlines of major projects.

LinkBermuda is focused on creating an environment which promotes individual growth and career satisfaction. Creativity, entrepreneurial spirit and innovation drive us. We're looking for people who have the passion for our business, our values and want to go above and beyond for our customers every day.

Dedicated to representing all of the customers we serve, we embrace diversity throughout all levels of the organization and encourage members of equity groups to self-identify during the application process.

If you're ready to take on this exciting opportunity, please apply to Ms. Stacy Hatton, Human Resources at [stacy.hatton@linkbermuda.com](mailto:stacy.hatton@linkbermuda.com)