

Network Designer, Cloud Applications

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Company: BT Group

Location: United Kingdom

Category: computer-and-mathematical

What you'll be doing

You will typically work on designs and deliveries for our customers. You could be asked to get involved in new projects or work with a bid team to provide responses to BT 's customers. As a practitioner we need you to generate ownership of the complexed areas of a large solution or the whole solution itself.

Designer – You day to day role is to design and deliver solutions for BT's customers. Your design work will specialise in one of three distinct disciplines either network solutions, voice solutions or contact centre solutions. Our customers are generally external customers so you will be recognised with that enhanced level of visibility and responsibility.

Responsibilities – You'll be working as part of a dedicated team that spans the globe. As a design practitioner you'll be responsible for delivering medium to large designs. Working with other designers you may even be the design lead who will be expected to review all components and then deliver the overall design. As a practitioner, you will have an expert knowledge of the overall design. You will contribute to technical discussions within the team, leading others towards a better understanding and encouraging a dialogue to improve the design principles used in the team. You will be required to impart your design principles towards a more senior level, shaping our future direction. This could be towards a customer facing role.

Customer partner – We do great things for our customers, and we need all our people to put the customer first. As a design practitioner you will promote what we do and understand the

customers' needs to relevant solutions.

Skills You'll Need

It is essential that the applicant has a thorough experience in either:-

Networking - SD-WAN, LAN, Edge, Wireless, Meraki, F5

Voice contact solutions - One Cloud Cisco, Microsoft Teams, Five9 Cisco Unified Communications

Contact Centre solutions - Genesys Cloud, Genesys Engage, Avaya Contact Centre, Avaya CS1000, Contact Centre Next Generation, Cisco Contact Centre, Cisco Webex

The practitioner will be expected to have a deep technical knowledge in one or more of the areas listed above to contribute towards a customer solution.

Primarily works on a whole design, but may lead on a particular complexed area of a large delivery. The practitioner will have an appreciation of the whole design element. The practitioner will lead our best practices and will encourage others to help define the processes that we'll adopt in the future.

Benefits

Benefits of working for BT include:

- Competitive salary
- 10% on target bonus
- BT Pension scheme, minimum 5% Employee contribution, BT contribution 10%
- 25 days annual leave (not including bank holidays), increasing with service
- Huge range of flexible benefits including cycle to work, healthcare, season ticket loan
- World-class training and development opportunities
- Option to join BT Shares Saving schemes.
- Discounted broadband, mobile and TV packages
- Access to 100's of retail discounts including the BT shop

With over 175 years of heritage, BT is now the flagship business brand of BT Group.

We've brought together our best people and capabilities into a B2B powerhouse serving 1.2 million business customers internationally. We're a global leader for secure connectivity and collaboration platforms for businesses of all shapes and sizes, from big household names and government departments, right through to sole traders and new start-ups. But it's not just

the technology that matters, it's what it can do to help them build stronger, smarter, more secure businesses. We value diversity and inclusion and believe in making a positive impact. We connect for good by championing digital inclusion and equipping people, businesses, and communities with digital skills to thrive. As a member of our team, you will be part of an organisation that celebrates difference, fosters innovation and provides you with opportunities to be your best. With millions of businesses relying on us daily, joining BT means you can be part of a diverse and multi-skilled team that makes a significant impact to society. **A FEW POINTS TO NOTE:** Although these roles are listed as full-time, if you're a job share partnership, work reduced hours, or any other way of working flexibly, please still get in touch. **DON'T MEET EVERY SINGLE REQUIREMENT?** Studies have shown that women and people who are disabled, LGBTQ+, neurodiverse or from ethnic minority backgrounds are less likely to apply for jobs unless they meet every single qualification and criteria. We're committed to building a diverse, inclusive, and authentic workplace where everyone can be their best, so if you're excited about this role but your past experience doesn't align perfectly with every requirement on the Job Description, please apply anyway - you may just be the right candidate for this or other roles in our wider team.

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