

# JOIN THE ULTRAFAST LANE...

## Second Line Support Administrator

<b>Business Function:</b>	Technical Services
<b>Reports to:</b>	Technical Services Director
<b>Location:</b>	Kings Hill, West Malling, Kent
<b>Salary:</b>	£22,000 - £25,000
<b>Terms:</b>	Permanent, Full Time

## A BIT ABOUT US

Here at Trooli, we're on a mission to banish buffering, vanish video call embarrassment and clear up those "up to" speed claims that give broadband a bad name.

How? By providing our **new, guaranteed, ultrafast, full fibre broadband speeds** to as many communities as possible across Kent, East Sussex and beyond.

We've already got the great network, now we need more **great people** to take us even further.

Think you can help? Here's why you should get in touch ...

- **We're passionate about growth**  
We've come a long way in 2 years, from nothing to 50,000+ premises passed, 10 staff to over 100 and are now one of the most respected altnets in the industry – and that's just the start. But it's not just our network, we're passionate about ensuring our employees grow with us too.
- **We're passionate about our people**  
At the heart of our culture is a belief that a company should be much more than politics and processes. That doesn't mean these don't exist, but it does mean that our people are the most important part of our business, that life here is that bit more fun and our high staff retention rates are something we're rightly proud of.
- **We're passionate about our customers** – wouldn't it be nice for a broadband network to be independent of Openreach and have complete control of where it builds and the experience our customers receive? Well, that's exactly what Trooli is and with an Excellent Trustpilot rating from our customers, it's clear we're doing something right!

Still interested? Read on...

## THE ROLE

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We're a small company with a very exciting future. This opening provides an exceptional opportunity for an experienced administrator to work along side our Network Engineers to assist with data entry and processes.

## THE DAY JOB

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- Data entry
- Reports
- Processes
- Form Filing
- Completing documentation and training guides
- Keeping documents up to date on a yearly basis
- Assisting the team with other necessary tasks

## WE'D LIKE TO SPEAK TO YOU IF...

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- You have a minimum of 1 year of data entry experience
- You have 1 year administration experience
- You are organised and motivated

## WE'LL LOVE YOU IF...

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- You have 1 year Processing experience
- You have Telecommunications knowledge
- You have an interest in telecoms/ Fibre

## AND IN RETURN, YOU'LL GET...

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- 25 days paid holiday, plus bank holidays
- Generous life insurance policy
- Company sick pay after qualifying period
- Pension
- Career progression
- Free parking
- Friendly working environment
- Company laptop
- Employee referral scheme
- Cycle to work scheme
- COVID secure and risk assessed employer

## OUR VALUES

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- **Integrity:** be transparent and honest with our customers and with each other.
- **Passion:** be excited about what we do.
- **Develop:** invest in each individual.
- **Continual improvement:** work smarter, not harder.
- **Proactive:** take responsibility.
- **Teamwork:** support and collaboration.
- **Quality:** we do what we do well.

*If you think you are the person we are looking for, please send your CV to [hr@trooli.com](mailto:hr@trooli.com) prior to the closing date*