

Telephony and Communication Systems Manager

About us

Hamilton Court FX is a financial boutique founded in 2011 in London and is now positioned among the fastest-growing companies in the sector. We provide services for companies as well as financial institutions that need to manage their FX exposure. We allow SMES's business to trade globally by eliminating boundaries related to traditional procedures. We have a core belief: teamwork makes the dream work.

About the role

As part of our drive for continuous improvement and to support our growth we need an experienced Telephony Manager to manage our telephony systems across Europe. The successful candidate will have strong networking skills including hands on expertise with Cisco Meraki firewall, experience working with an FCA regulated environment and preferable experience with RingCentral.

This role is on-site and our office is in Central London. This role is a 3 months contract role with possible extension.

Key responsibilities

As a Telephony and Communication System Manager, you will be responsible for

- All aspects of Telephony for Hamilton Court Group
- Reviewing the current Telephony systems including call recordings, and managing departmental requirements across the business
- Assessing existing technology and making recommendations
- Ensuring ongoing stability and high availability of the system and that it meets the highest standards so we are compliant with FCA requirements
- Maximizing telephony network performance by monitoring telephony infrastructure; troubleshooting interruption / loss of service events; scheduling upgrades; collaborating with third party support resources and fellow IT team on optimization
- Leading projects to support capacity growth, upgrades and new products/ features, and integration
- Working with vendors and escalating accordingly to maintain telephony platforms and services
- Recommending and deploying changes
- Developing strong working relationships with other departmental stakeholders

Essential experience & skills

We want to set you up for success and we believe these experiences and skills will help you thrive in this role

- 7+ years experience in a similar role
- 5 years of leadership responsibilities within an IT Operations or Telephony Delivery department
- Strong networking skills including hands on expertise with Cisco Meraki firewalls
- Extensive experience with previous telephony implementations
- Experience working with a call recording partner
- Experience of working with an FCA regulated environment
- Strong vendor management and partner relation skills

The successful candidate would need to demonstrate

- 'Can do' attitude, being comfortable dealing with ambiguity, resilience, strong team player, committed to continuous improvement
- Very strong interpersonal skills and the ability to build relationships
- Problem-solving with strong decision-making mindset
- Taking initiative and working under own direction
- Professional engagement
- The ability to multitask and handle stress to meet project deadlines
- Preferable experience with RingCentral

Apply now and join HCFX Family!

Interested in this position? Send us your resume at careers@hamiltoncourtfx.com

HCFX is a lively place to work, and we combine an interesting role with great benefits that promote the health and well-being of our staff. Our team benefits from things like an enhanced pension and medical cash plans, plus a range of flexible benefits to choose from to suit your lifestyle like Hello Fresh deliveries, private medical insurance, travel voucher or gym membership.