Apprentice Network Engineer

Onwave UK Ltd
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Website: https://onwave.com/who-are-onwave/careers/
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About us

Onwave are a market leading managed connectivity services provider and Mobile Virtual Network Operator that offer leading-edge services and future-proof network technologies built around our own, fully durable, core network.

Working predominantly within the infrastructure, construction and engineering sectors both within the UK and overseas, where there is a requirement for access to high-speed networking. Onwave focus on delivering fast, reliable, resilient and secure solutions to blue chip customers using a wide array of backhaul technologies including Wireless, Fixed Line, Satellite and Mobile.

Onwave also deliver a range of in-house software and data solutions such as our OWL technology, this combination of solutions provides successful candidates with opportunities to gain knowledge and develop their skills within a business that encompasses both networking and technology.

About the role

Developing skills to support the delivery of Operational Support to customer Network solutions.

This role covers many areas of Networking support including:

- Design and deliver – Learn to support networks through changes to configuration, system installations, defining, documenting and testing system performance.
- Network Monitoring – Develop experience on maximising Network performance by monitoring, upgrading and resolving issues.
- Network fault resolution – Support Network Operations to undertake and resolve faults, within a LAN/WAN, across different Network devices.
- Remote troubleshooting – Learn to fault find and identify locale specific Network issues, including suggestion of possible solutions

This role will normally be office based but may involve visits to customer premises.

Your main duties

Working with the Network Operations department your responsibilities will include:

- Monitoring the uptime and availability of customer and onwave core network infrastructure.
- Responding and resolving issues that affect internal and external customer network availability.
- Extrapolation of customer technical requirements capture for network design.
- (Customer Premises Equipment) CPE build, configuration, testing and support including Routers, Switches, WAPs.
- Liaison with 3rd Party providers and vendors for RMA, fault escalation and resolution etc.

In addition to the above we expect the Apprentice Network Engineer to:

- Represent Onwave in an efficient and professional manner at all times.
- Consistently learn, develop Network skills and achieve targets.
- Provide accurate and timely reporting as required.

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About you

Required:
- Motivated and self-directed that can operate within proper guidelines.
- Willingness and determination to learn new networking technologies.
- Ability to work in an organised and structured manner to conduct troubleshooting and follow processes.
- Good analytical skills and problem-solving ability.
- Attitude to self-study.
- Attention to detail.

Desirable Skills and Experience:
- A keen interest in all things Networking and or IT related.
- Competence in Office Applications including Visio, Excel.

Requirements (Personal Attributes):
- Ability to work on your own initiative.
- Ability to integrate within a small team environment.
- A strong level of verbal and written communication skills.
- Exceptional interpersonal and communication skills.
- Strong work ethic, professional and positive attitude.

Areas of learning:
- WAN connectivity technologies.
- IP Networks.
- Network troubleshooting.
- Layer 2 and 3 Network Equipment including setup configuration and maintenance.
- Technical Customer Support.

Note:
- BPSS checks will be carried out by Onwave.

Why Join Us?

Joining Onwave means becoming part of a market-leading connectivity services provider that blends innovative networking solutions with in-house software technologies like OWL. As an Apprentice Network Engineer, you'll gain hands-on experience across a range of technologies—wireless, satellite, fixed line, and mobile—while developing your skills in real-world environments for blue chip clients. With a strong focus on learning, collaboration, and career development, Onwave offers a professional yet supportive culture that values initiative, encourages self-growth, and provides exposure to cutting-edge network design, monitoring, and fault resolution

How to Apply

Please send your CV and links to any relevant work to our People and Culture Team at careers@onwave.com. We look forward to hearing from you!