

COLLABORATION & UC ENGINEERING FOR VIDEO CONFERENCING SUPPORT SERVICES (L2)

Open position (Required: One Employee)

Qualifications Required:

- Strong experience in the collaboration & unified communications, which are related to the hardware below includes "Installation, Configuration, Administration and troubleshooting ...etc."-
- Cisco CUCM
- Cisco Telepresence Servers & MCUs.
- Cisco Meeting Server CMS.
- Cisco Management & Scheduling Server.
- Cisco Unified Communications Apps include (cloud solutions, jabber, jabber guest. etc.)
- Cisco collaboration gateways (expressway series)
- Cisco Telepresence Conductors.
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- Protocols: Collaboration IP Protocols: SIP, H323, MGCP, SCCP.
- Routing & switching.
- Cisco Endpoints and their accessories.
- Excellent written & verbal English communication skills.
- Must have Cisco Certifications with Minimum of 5 years' Experience "CCNP"
- Must have an Engineering/Computer science Degree.

Technical Skills:

- Gather the technical requirement, develop low level design, and implement the solution of Unified Communications.
- Clear understanding of Cisco Voice network deployment models and should understand functioning of voice network devices.
- Clear understanding on VOIP protocols like SIP, H.323 and MGCP.
- Clear understanding on Telecom infrastructure protocols like ISDN and analogue signaling.
- Knowledge and experience on Cisco routing & Switching Products and networking.
- Strong business acumen with strong interests in keeping up to date with current technologies.
- Good analytical and problem-solving skills.
- Set up and administered the site-to-site and remote VPN solution.
- Responsible for unified communication network design, development, implementation, configuration, and testing.
- Handle operation process for Cisco Unified Collaboration solutions.
- Hands on experience in Network Monitoring Tool.
- Experience in troubleshooting; VLAN - NAT/PAT and common TCP/UDP ports.

Roles & responsibilities:

- Manage, test, and evaluate all the infrastructure facilities' components condition *and performance that related to collaboration service.*
- Perform the mandatory upgrades, preventive maintenance and testing.
- Collaborate with other teams to troubleshoot, identify and fix the most complex of issues.
- Train and guide team members who report to them.
- Manage all servers of Cisco Collaboration Infrastructure.
- Provide high level support to the user support and end users.
- Monitor all UC hardware/software components from end-to-end.
- Generate daily, weekly and monthly reports.

Experience:

- 5+ years of practical experience in Collaboration and Unified Communication.