IP TELEPHONY AND COLLABORATION-IPT & UC SUPPORT SERVICES (L3)
Open position (Required: One employee)

Qualifications Required:

- University degree in the field of communications or networking
- Cisco CCIE Certified in Collaboration
- Cisco Voice and Unified Communications Administration skills (Cisco Collaboration)
- Advanced knowledge (Routing and Switching)
- Familiar to support Voice (hardware & software) incidents
- Writing technical report skills
- Advanced knowledge VMware and servers

Technical Skills:

- Must be Well versed with Cisco IPT and UC products and services; Administration, Operations, Maintenance and Troubleshooting experience as a minimum in areas of specialization such as but not limited to: Cisco VoIP devices, IP Phones, Call Manager (12.x), Cisco Unity Connection (12.x), Cisco Unified IM and Presence Server (12.x), Cisco Meeting Server CMS (2.x), Cisco WebEx Meeting Server (3.x), Cisco WebEx cloud, Cisco Jabber Clients, MGCP/H323/SIP Gateway, CME/SRST (12.x) and Analog gateways..
- Knowledge and experience in Cisco's Unified Border Element (CUBE) and Session Border Controllers, and in operating converged (voice/video/data) networks.
- Strong familiarity with Cisco tool sets, Cisco Prime collaboration (12.x) Assurance and Provisioning, RTMT etc.).
- Strong understanding of Telephony Dial Plan; Design, Implementation and Calls Control/Routing Protocols such as (H.323, MGCP, SIP, SCCP, Q.SIG, ISDN PRI-E1, FXO, FXS and POTS).
- Experience in LAN (Wired & Wireless) /WAN Networking, specifically on Cisco Platform.
- In-depth understanding of Networking and VoIP technology.
- Proven successful delivery of high-quality, cost-effective infrastructure services in a complex, high-availability environment.
- Good understanding of Layer-2 & Layer-3 Protocols.
- Basic knowledge in enterprise-level networking like TCP/IP and Routing Protocols (OSPF, BGP and etc.).
- Taking ownership and resolving tickets escalated by L2 Engineers.
- Must have demonstrated skills and experience in troubleshooting L3 issues affecting video and voice infrastructure.
- Writing technical report skills

Roles & & responsibilities:

- Plan and test voice network software upgrades.
- Plan and test disaster recovery and backup plans.
- Ability to identify and analyze network, voice, video quality and operational processes and then drive Corrective /Preventative action plans.
- Excellent time management skills and Able to multi-task prioritize work for self and teams independently.
- Propose recommendations to improve the support processes.
- Facilitate operational support with internal groups/organizations and external vendors.
- Coordinating with Cisco TAC for escalated issue and performing troubleshooting with TAC engineers.
- Work with Third Party Providers to assist in the resolution of Telecommunication Problems.
- Implements detailed work outline and makes decision as to basic approaches, processes, and equipment. Assigns work to other engineers for development.
- Reviews work of sub-ordinate engineers. Check contents and format of technical reports for conformance with established methods and standards for transmittal to immediate supervisor.
- Acting as team leader in large projects and preparing high level technical reports.
- Implement functions such as operations, maintenance, installation, customization/tailoring, activation, and testing network components such as, but not limited to (e.g., UC servers, voice gateways, routers, switches, accelerators, firewalls, monitoring equipment, equipment cabinets/panels, UPS, and end user connections).
- Compiles all elements of a highly complex communications project together and ensures that all phases proceed satisfactorily as scheduled and within available resources.
- Formulates and evaluates basis for highly complex communications engineering studies.
- Initiates or conducts special studies or complex engineering problems in planning, design, project management, operations and maintenance of communications network covering IP telephony Systems, voice and data network, supervisory management, monitoring system, and other associated equipment.

- Plans, schedules and coordinates the preparation of highly complex designs, related data and other documentation to meet the objectives of a complex communications engineering projects.
- Provide technical services support such as but not limited to: infrastructure design, migration plan, impact analysis, risk assessments, deployment support, Software strategy, performance engineering/ optimization, VoIP technology initiatives recommend appropriate solutions, and etc.
- Assist to attain a highly redundant, high quality, high availability computing and telephony environment.
- Recommends new installations or modifications to improve existing facilities and standardization within broad fields of communications engineering. Estimates costs, prepares justifications and completes necessary expenditure request.
- Implements and controls the quality control/assurance program within area of responsibility, including procedures for inspection, operations, and maintenance, installation, commissioning, testing and acceptance activities.
- Install, support and maintain hardware and software infrastructure according to manufacturer and/or best practices.
- Diagnose problems and solve issues, often under time constraints.
- Monitor network usage, anticipate problems and suggest solutions.
- Perform IPT Systems and network security design and integration.
- Implement the necessary controls and procedures to protect IPT Systems assets from internal and/or external threats.
- Perform regular security monitoring to identify any possible intrusions.
- Assist in the development of policies and procedures for IPT and UC Systems administration and security according to manufacturer and/or best practices.
- Supports in the development of documentations for IPT Systems.
- Design and create the technical training document on various IPT and UC Systems. Implement the structured training program for new engineers.
- Remain current on emerging technologies via professional groups, trade magazines, internal and external training, study, independent research, and other avenues available.
- Weekly activity report should be prepared and submitted as scheduled to SEC management with actions taken, pending, or completed alongside with reasons and verifications.
- Provide technical details about production offerings to employees helping to grow their knowledge and understanding. Assist in the development and delivery of training sessions to peers and employees. Share knowledge and experience to enhance the technical capabilities of the voice, data, and telecom teams.
- Should have the ability to coordinate efforts amongst the project team members
- Perform other ITC related tasks as requested by the ITC management.
- Supports and implements all the tasks required to assure the smooth and efficient implementation of all services and activities of this contract.

Experience:

- 8+ years of related IP telephony and meeting solutions design and implementation experience.