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# Example of Cisco Voice Engineer Job Description

Our innovative and growing company is hiring for a cisco voice engineer. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for cisco voice engineer

* Troubleshoot all aspects of the Cisco Voice and Data network, must be organized, document oriented, possess skills in Visio diagramming, and understand WAN principals
* Design, configure and troubleshoot QoS classification, marking and prioritization of network traffic (voice, critical applications)
* 8+ years designing or administrating call center environments with demonstrated in-depth Cisco mastery
* Cisco Certified is a plus
* Extensive knowledge of call center environments and routing with specific knowledge and experience with Cisco call center applications and routing
* Oracle SBC design and configuration is a plus
* Enterprise Call center certifications is a plus
* Task Oriented individual with willingness to tackle issues
* Team Player – demonstrates reliability, active participant, shares openly, exhibits flexibility, treats others respectfully
* Take ownership of projects and complete them on time

## Qualifications for cisco voice engineer

* Strong experience in routing and switching voice and video environments
* Familiarity with Cisco images, hardware installation, and upgrades
* The Cisco Certified Network Associate and the CompTIA Security+CE or higher certifications
* The preferred candidate would have the Cisco CCNA Collaboration certification
* Provisioning customer VOIP features on the Cisco Unified Communication Manager and troubleshooting
* Tier 2/3 troubleshooting and assisting tier 1 to include training