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# Example of Unified Communications Engineer Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of unified communications engineer. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for unified communications engineer

* Provide high level operational support and receive escalations from L3 teams in order to ensure final resolution on Voice & Video related incidents
* Monitor Voice & Video infrastructure capacity and performance to ensure continued, uninterrupted operation of its systems and applications
* Lead/coordinate new Voice & Video infrastructure and applications deployment
* Lead/coordinate Voice & Video infrastructure changes and upgrades
* Ensure full compliance on Corporate Change Management policies and procedures for Voice & Video infrastructure
* Establish and maintain regular written and in-person communications with the organization’s executives, decision-makers, stakeholders, department heads, and end users regarding existing and new voice & video requirements
* Coordinate and manage Service Provider related activities
* Manage resources and project related task during M&A activities, divestitures and new deployments of sites
* Assess, approve, and administer all Voice and Video hardware and software upgrades/modifications in coordination with the Solution and Service Owners
* Participates in the planning, deployment and support of the enterprise network

## Qualifications for unified communications engineer

* Experience with ISDN, IP/SIP trunking, & SBC deployments
* 5+ years experience with Cisco video infrastructure systems
* Complete understanding of globalized +E.164 dial plans
* LAN Knowledge, proxy servers, networking knowledge, network design and implementation, network troubleshooting, network hardware configuration, network performance tuning
* 2+ years of experience supporting Active Directory technology, with some knowledge of networking, VoIP, and video conferencing systems
* Must have network/vendor technology experience