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# Example of Voice Network Engineer Job Description

Our innovative and growing company is hiring for a voice network engineer. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for voice network engineer

* Upgrade and maintain the Cisco Contact Center and Telephony services globally
* Provision and maintain colleague access to unified communications systems globally
* Provide Tier 2 IT support for all internal colleague requests as required
* Utilize Cisco network management software and hardware to identify and correct problems with the data communications equipment
* Support and implement short- and long-term strategic plans to ensure network/telecom capacity meets existing and future requirements
* Monitor and identify capacity and performance, plan for telecom trafficfor continued, uninterrupted operation of data and telecom systems
* Be responsible for the maintenance, troubleshooting, access, and backup for enterprise wide network and Unified Communications infrastructure
* Supervise analysis, diagnosis, and resolution of data and telecommunications problems
* Work with team members, Users and department management in troubleshooting or implementing new request that meet customer expectations
* Ability to use Cisco monitoring tools used to support Cisco Call Manager and associated equipment

## Qualifications for voice network engineer

* Clear, demonstrated and industry leading knowledge and experience in Voice, Unified
* Able to troubleshoot issues related to phone registration, endpoints, trunk and voice quality
* Resolving CM feature related issue, call center related issues, configuration issues
* Knowledge on call Centre process including VDN, vector programming, adding the agent hunt
* CCNP Voice and/or equivalent combination of education or work experience
* Communicate with managers throughout IT Infrastructure