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# Example of VoIP Engineer Job Description

Our company is growing rapidly and is looking for a voip 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 voip engineer

* Plan, evaluate, and/or coordinate the installation of local and/or remote data and voice communications equipment such as terminals, modems, video conferencing units, concentrators, minicomputers, central processing units, facsimiles, and pagers
* Management of VoIP and unified call-center communications deployment circuitry, switching, transmissions facilities, and networks
* Daily verification of new and existing VOIP users on the Active Directory Global Address Listing (GAL) and request updates to the GAL via Service Desk when new facilities are commissioned
* Management of VoIP and unified call-center communications circuitry, switching, transmissions facilities, and networks
* Daily verification of VOIP users on the Active Directory Global Address Listing (GAL) and request updates to the GAL via Service Desk
* Administration, operation, trouble diagnosis and maintenance of VoIP, unified communications and call center equipment
* Administration of VoIP and unified call-center communications circuitry, switching, transmissions facilities, and networks
* Developing, testing, implementing, and support of voice network technologies
* Assessing customer requirements for voice technology initiatives and recommend appropriate solutions
* Helping to provide a high quality, high availability telephony environment, including disaster recovery planning and testing

## Qualifications for voip engineer

* At least 4 years of experience supporting Contact Centers
* Ideally knowledge of AAEP, WFO…
* Assist in the optimization of technology in telecom environment
* Maintaining knowledge of existing network and applications, including new products and technologies
* Proficiency in Avaya Communication Manager and call center technologies with additional experience and support of adjunct devices such as
* Providing support for critical functions on a daily basis, including (but not limited to) Avaya System Manager, Session Manager, AES, CMS, Verint, SBCE, CC-Elite, AAM, Oracle / Acme Packet SBC