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# Example of VoIP Engineer Job Description

Our company is looking for a voip engineer. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for voip engineer

* Ability to troubleshoot and support all components of VoIP Systems, contact center solutions, IP-IVR queue management, peripheral gateways, historical data reporting, voice gateways, and other third party software/hardware integration such as voice recording
* Recommends different types of hardware and software to be used with the network they design
* Administration, operation, trouble diagnosis and maintenance of VoIP, unified communications and call center equipment related to Cisco systems
* Work in tandem with the Service Desk to evaluate and resolve telecomm-related tickets, enabling first contact resolution for customers
* Monitor active high priority VTC conferences and reconnect participants
* Update Cisco Call Manager directories as part of the move/add/change process
* Assist other team members status service requests and incidents tickets, keeping the customers informed of status
* Post and track outages to telecomm systems
* Oversee voice network reconfiguration and billing reconciliation’s
* Develop or assists in the development of standards for carrier service and equipment

## Qualifications for voip engineer

* Expertise in the design and implementation of dial plans and voice services
* Diagnose and troubleshoot complex voice system troubles
* Knowledge of tactical voice systems
* Telecom / Voice / Carrier experience
* Knowledge of Voice systems like Quintron, Rohde and Schwarz
* Experience/knowledge with Juniper (preferred) network devices like routers, switches, firewalls