Downloaded from <https://www.velvetjobs.com/job-descriptions/voip-engineer>

# Example of VoIP Engineer Job Description

Our growing company is hiring for a voip engineer. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for voip engineer

* Monitor, analyze, troubleshoot and/or evaluate hardware, software, and other VoIP/Phone network related problems
* Protocols & Concepts - SIP, H.323, MGCP, ISDN (Voice PRI/BRI), Analog Telephony (FXO/FXS), Quality of Service (QoS) and voice quality issues, dial-peers, T.38, fax over IP, TCP/IP, and fundamental routing & switching knowledge
* Under general supervision, you will valuate, design, document, install, implement, test, and perform problem isolation and resolution
* Monitor, tune, set standards and maintain a range of VoIP/Phone network components and systems
* Provide client consulting and training on the interfacing and use of the VoIP/Phone network facilities
* Begin to plan research, evaluate, and recommend new VoIP/Phone network equipment and technologies
* Conduct research and evaluation of products in support of VoIP/Phone network needs
* Identify and provide assistance to development for resolution of existing software defects
* Products - IOS Voice Gateways, Unified Call Manager (CUCM), Call Manager Express [CME], Unified Border Element (CUBE), Unity Express (CUE), Unified SIP Proxy (CUSP)
* Prepare or ensure that appropriate network documentation exists, including operational instructions

## Qualifications for voip engineer

* Requires knowledge of PBX systems, VoIP solutions, and good customer support skills
* Requires basic knowledge of cabling infrastructures, experience working with telecom vendors, and experience provisioning, installing, and extending telecom circuits
* Requires knowledge and experience performing moves/adds/changes of handsets and other telecom equipment
* Most be able to handle stressful situations with customers
* Cisco Voice certification or equivalent desired
* Cisco CCENT or equivalent desired