Our company is growing rapidly and is hiring for a voice 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 voice engineer

- Partner with Architect & Design Engineers to influence UC designs (to include video, audio, and networking schematics) as part of the engineering design package, and coordinate the design review and change process with team members and Architects
- Proactively troubleshoots, assesses (tests) and coordinates equipment and system repair as required
- Develops and maintains procedures, standards and methods for team members and other colleagues
- Develop internal documents for troubleshooting support, network infrastructure documentation and maintenance procedures
- Shares knowledge and assists team members and other peers who are less experienced or knowledgeable in a specific technology
- Assists in monitoring and managing the health of solutions and services by utilizing available tools
- Maintains up-to-date awareness of industry developments and best practices in area of specialization
- Assists with research and development of new products or services
- Participates in researching vendors, equipment, and software to support business needs
- Participates in post-implementation & post-mortem reviews to identify opportunities to continually improve process & service

- Minimum 5 years� experience or in depth knowledge with Cisco Unified Communications Manager and associated tools and applications such as Unity Connection, Webex, Meeting Place, Attendant Console, etc
- Minimum CCNA certification or equivalent for data networking
- Experience with Voice Recording systems such as Nice and Verint is preferred
- Working knowledge of mobile voice, multimedia and virtualization technologies is preferred
- Familiar with operating mysql, Postgres, Memcached, and 'no-sql' systems
- Engineer with experience in technical implementation & support of advanced IP applications over broadband HFC networks