Our innovative and growing company is searching for experienced candidates for the position of 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

- Work closely with telecom carriers, vendors and the business units to set and coordinate the future direction of the voice systems and identify opportunities for enhancements
- Manage and support CUCM and CUBE deployments within US and internationally
- Provide Tier-3 level support for voice issues with Cisco and non-Cisco related issues
- Design and upgrade existing voice system to support scalable global growth requirements
- Collaborate with network engineering and other telecom engineers in integration activities involving telephony or call center
- Automate tasks to keep voice systems consistent and optimal
- Administer voice-related technologies including voicemail, CDR, RingDNA, and call center
- Not just understand the how, but also the why, when, and why not of telephony service delivery in support of business process and goals
- Develop telecommunication solutions to address user needs
- Analyze users' needs and recommends solutions

Qualifications for voice engineer

- Understanding and full support capabilities of complex aspects of Contact

- Circuit ordering / RFC / 1800 Management / DID/DOD
- 3rd Party operations (Lync, Parlance, ELoyalty)
- Minimum 2 years' experience with administering or supporting call management platforms required
- Network events monitoring and log management tools
- Preferred MCSE certification, A+ certification and Network+ certification required