



Example of Voice Network Engineer Job Description

Powered by www.VelvetJobs.com

Our growing company is looking to fill the role of voice network 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 network engineer

- Ensure all proactive maintenance
- Ensure all platform reported issues are acknowledged, diagnosed and progressed as appropriate in line with customer and contractual obligations
- Provide technical advice and support to customer/OLO provisioning and customer service teams
- Responsible for entering accurate codes and quality notes on the systems and fault reports that are relevant to the role
- Ensuring that the Management and reporting of all faults is dealt with in a timely fashion and within specific contractual guidelines
- Manage and support customer and end user issues, ensuring that updates are provided as per contractual obligations
- Execute their allocated work to maximise speed and quality of completion
- Respond to work requests from customer and provide visibility of work to manager and team where required
- Where engineer is in jeopardy of not completing the job to standard timescales then they proactively notify the Jeopardy Lead/ Shift Leader or Manager of any issues
- Act as an ambassador of BTMSL to the customer and ensure that all responses reflect the professionalism of the role

Qualifications for voice network engineer

- Provide leadership, as a technology subject matter expert and engineer, in the area of Unified Communications and other such collaborative technologies
- A minimum of Three years' experience working collaboratively with business user groups to understand requirements and develop solutions based on those requirements
- Expected to maintain deep knowledge of industry trends and identify new technologies which can enhance the service provided to the business
- The ability for periodic travel to meet with enterprise customers, and peers
- On call support responsibilities required