

# VoIP Support Engineer Technical Assistance Center

## Job Description

### Version Control

Revision	Date	Name
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## **Senior VoIP Support Engineer (SVSE)**

### **Job Description**

The Senior VoIP Support Engineer is responsible for providing our VoIP Support Engineering team (VSE team) and Service Provider Partners (SPPs) with the best technical support experience possible by responding to technical escalations in an expeditious, concise, meaningful way.

The Senior VSE will, in conjunction with the core engineering team, work on solutions to resolve technical escalations, perform maintenance, and facilitate new SPP onboarding. The position will assist the Director of TAC to closely monitor escalations, provide key information to expedite the repair process and create technical documents to share internally and externally that will facilitate a self-help atmosphere. Crucial to this role will be providing support for escalated SPP cases along with mentoring and training colleagues both internally and externally.

The SVSE receives technical inquiries and/or escalations via e-mail or by phone from our VSE team and SPP's. These technical inquiries and/or escalations include, but are not limited to, requests for help with provisioning, technical trouble resolution, product clarifications, and professional service engagements.

Although the primary focus of this position is to respond to technical inquiries and escalations presented by our VSE Team and SPPs utilizing well-honed customer service skills, the Senior VSE will also be tasked with helping our SPPs design and implement network interconnectivity as well as provide advice to our SPPs on network support including concerns such as: security, routing, switching, SIP call flow and end point deployments.

It is imperative that the individual in this job work collaboratively with VoIP Logic's SPPs and internal colleagues. Furthermore, attention to detail and timely, well documented communications through e-mail and ticket notes are crucial to fostering an excellent client relationship.

Experience as an administrator working on BroadSoft's BroadWorks software, Oracle Communications Acme Packet's Net-Net software and GenBand's S-series, is a pre-requisite for applying to this job.

The Senior VoIP Systems Engineer reports to the Director of Technical Services.

### **Expected Skills**

1. Excellent written and verbal communication: Must have the ability to document projects and disseminate pertinent information, and, when applicable, formally and informally train internal and external clients.
2. Ability to work effectively, add value as a team member and assume a leadership role in conversations.
3. Demonstrated technical knowledge and consultative skills.
4. Ability to train and disseminate information within an Area of Operation.
5. Strong attention to detail in regards to client communication, case planning and documentation.
6. Ability to understand complex technical and selling situations and the ability to solve the problem or solicit the required resource.
7. Ability to apply judgment, to implement solutions and to resolve conflicts, all in a multitasked environment.

8. Exceptional work ethic.

### **Technical and Engineering Expertise Requirements**

The Sr. VSE requires extensive knowledge of BroadSoft's BroadWorks Suite of Applications such as Administration, Dialing Plans, Routing and Translation, Deployments, Troubleshooting, Localization and Customization, Device Management System. Likewise, the Sr. VSE configuration and troubleshooting expertise of peripheral devices such as SIP, SCCP and MGCP telephony end points, Firewalls, DSL modems and other SIP-aware customer premise equipment

The Sr. VSE requires a comprehensive knowledge of the fundamental concepts used in VoIP/telecommunications systems administration and support, including the follow protocols: TCP/UDP, RTP, SIP, SCCP, DNS, POP3, SMTP, NTP, ARP, HTTP, FTP, TFTP, SSH, TELNET, NFS, SNMP, SYSLOG, TLS/SSL.

In addition, the SVSE requires knowledge of Oracle/Acme suite of products such as Session Border controller and OCOM (formerly Palladion), including, administration, provisioning, and feature management.

Desirable, knowledge of Genband S3 suite of Applications including, administration, provisioning, and feature management., configuration and troubleshooting expertise of peripheral devices such as SIP, H32, switches and routers.

Desirable, knowledge of databases such Oracle Times Ten and MySQL

We are looking for someone with 4+ years of experience in the following areas:

1. VoIP Systems – required experience on:
  - a. BroadSoft BroadWorks Suite
  - b. Oracle/ACME SBCs
  - c. Genband S3 SBC's
  - d. Cisco Switches and routers
2. Database Administration
  - a. SQL/MySQL/Oracle
3. Programming
  - a. Perl/Bash Scripting, Apache, SSL, SSH/SCP, Advanced Linux Scripting
4. Internetworking Voice and Data
  - a. Advanced VoIP Protocol Analysis and Troubleshooting
  - b. TCP/IP Protocol Analysis and Troubleshooting
  - c. Linux and Windows operative systems
5. Large voice systems architectures and databases
  - a. Engineer, prototype, stage, assemble, integrate, install, test, document, and VoIP-related advanced software applications and hardware solutions.

### **Essential Functions**

1. Support our VSE team and SPPs on all technical inquiries as noted above.
2. Manage individual and team trouble ticket queues to the established departmental and corporate goals.
3. Maintain a regular, detailed and well documented dialogue with SPPs.
4. Work collaboratively with SPPs to triage their technical inquiries to identify the root cause for timely issue resolution.

5. Support case micro-management (Establish timelines, enforce communication, set up technical plans, etc.).
6. Be the main point of contact for escalations with Engineering and vendors
7. Participate in the design and implementation of new features over our existing applications.
8. Provide technical consulting and advisory for our suite of services (presales).
9. Participate in the development of custom products to integrate with our existing set of application and services.
10. Training and mentoring customers.
11. Training and mentoring our TAC team.

### **Employment Requirements**

1. Ability to work from home environments with premium Internet residential services (at least 10 Mbps).
2. Ability to adhere to VoIP Logic's corporate Employee Handbook guidelines.
3. 100% verbal and written English. A foreign language is a plus.
4. Full time availability – This is not a part-time job and requires a high level of commitment.
5. A desire to go above and beyond to exceed our client's expectations.
6. Ability to travel no more than 10%.
7. Required work time zone: US Eastern, night shift.
8. Availability to schedule work during non-business hours (US Time zone) with short notice.
9. Availability to be on-call during weekends on a rotating basis.

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