



**VoIP Support Engineer
Technical Assistance Center
Job Description**

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VoIP Support Engineer (VSE)

Job Description

The VoIP Support Engineer is responsible for providing our Service Provider Partners (SPPs) with the best technical support experience possible by responding to technical inquiries in an expeditious, concise, meaningful way. The VSE receives technical inquiries via e-mail or by phone from our SPP's. These technical inquiries include, but are not limited to, requests for help with provisioning, technical trouble resolution, product clarifications, and professional service engagements. The VSE will also be required to provide mentoring and training to both internal and external customers.

Although the primary focus of this position is to respond to technical inquiries presented by our SPPs utilizing well-honed customer service skills, the VSE may 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 VSE 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 working on BroadSoft's BroadWorks software, Acme Packet's Net-Net software and/or Genband's S-series software is a pre-requisite for applying to this job.

The VoIP Support Engineer reports to the Director of Technical Services.

Expected Skills

1. Excellent written and verbal communication, listening, negotiation and presentation skills.
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 multi-tasked environment.
8. Exceptional work ethic.

Technical and Engineering Expertise Requirements

The VSE requires a comprehensive knowledge of the fundamental concepts used in VoIP/telecommunications systems administration and support, as well as experience with installation, maintenance and troubleshooting of VoIP and Database Solutions. The position also requires good web server knowledge and a good understanding of communication technologies such as TCP/IP, Proxies, and Shell, etc. Also a very good understanding of databases is needed, as many programming tasks require making use of different types of database such as SQL, MySQL etc.

Additionally, The VoIP Support Engineer (“VSE”) requires knowledge of BroadSoft’s BroadWorks Suite of Applications including administration, provisioning and feature management. Likewise, the VSE requires excellent 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.

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

1. VoIP Systems – required experience on at least one of the following:
 - a. BroadSoft BroadWorks Suite
 - b. Genband S3 SBCs
 - c. ACME SBCs
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 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. Participate in the design and implementation of new features over our existing applications.
6. Provide technical consulting and advisory for our suite of services (presales).
7. Participate in the development of custom products to integrate with our existing set of application and services.
8. Training and mentoring customers.

Employment Requirements

1. Ability to work from a home environment 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, Central, Mountain or Pacific Time.

8. Availability to schedule work during non-business hours (US Time zone) with short notice.
9. Availability to be on-call during the weekends on a rotating basis.

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