

Job description

Join our dynamic team as a Senior VOIP Engineer, where your expertise will shine in the realms of design, configuration, deployment, testing, fault resolution, and monitoring of cutting-edge VoIP and data solutions. Embrace the opportunity to provide top-notch remote support to our field-based colleagues, aligning seamlessly with industry, client, and organizational standards.

As a Senior VOIP Engineer, you'll not only contribute to fault analysis and investigation for operational continuity but also play a pivotal role in conducting proactive monitoring activities, ensuring compliance with organizational and contractual service level agreements. Elevate your career by taking charge of training activities for Tier 1 Support Engineers, ensuring that our commitment to excellence is maintained at every level. Join us and be a driving force behind delivering solutions that exceed expectations. The Senior Support Engineer will fulfil the purpose of the role through:

- A Senior Support Engineer is required to work with the equipment, hardware and services supplied and supported by the company and those which are primarily located on customer premises.
- Act as the top escalation point for support related VOP issues. Senior Engineers are our final leg in our support structure and must be prepared to own complex and difficult resolutions and see them through to the end.
- Provide world class customer service, ensuring a personalized and meticulous approach to customer assistance.
- Solve problems, assess designs and apply solutions utilizing voice and data knowledge and experience.
- Have a strong understanding of how telecommunications equipment and services work beyond VOIP and be equipped to handle disruptions of service and quickly restore service during outages.
- Own and resolve cases reported by phone, email, or internal ticketing system.
- Responsible for live fault finding with customers for first time fix.
- Responsible for working on open cases from internal ticketing system and resolving them within their designated SLA.
- Own, manage, and work technical projects.
- Utilize tools like VOIP Monitor and Wireshark to fully diagnose a fault before escalating.
- Ensuring efficient handovers between the teams to ensure all cases are being dealt with.
- Configure and pre-build voice and data solutions prior to installation at customer premises. Ensuring the process is followed and documentation is accurate.
- Conduct SIP customers ensuring all documentation is correct and stored centrally.
- Participate in On-Call rotation, responding to emergency calls, providing out of hours support both onsite and remote to customers.
- Establish and maintain effective interpersonal relationships with colleagues.
- When required, provides training and professional development to members of the team.
- Responsible (if applicable) for completing and maintaining any technical or professional qualifications and training required for the post.
- Perform any other / or additional duties as dictated by the needs of the business.

Job Type: Full-time

Salary: Competitive

Benefits:

- 401(k)
- Dental insurance
- Flexible schedule
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Professional development assistance
- Referral program
- Vision insurance

Schedule:

- 8 hour shift

Work setting:

- In-person

Ability to commute/relocate:

- Orlando, FL 32819: Reliably commute or planning to relocate before starting work (Required)

Application Question(s):

- Do you have 3 years of experience directly configuring, supporting, or troubleshooting VOIP systems?
- Do you have clear understanding of VOIP Protocols like SIP, H.323 and MGCP?
- Do you have experience utilizing packet captures (PCAPs) to diagnose and troubleshoot VOIP calls?

Experience:

- VOIP Configuration and/or support: 3 years (Required)
- Call Center call flow design: 1 year (Preferred)
- Customer service: 1 year (Preferred)

Work Location: In person