

VoIP Technicians: Entry-Level, Lead & Major Project Support

We are currently looking for VoIP Technicians to be a part of our fast-paced, collaborative, innovative VoIP telephone company to work and lead in a secure and fun environment.

Are you who we're looking for? Our vision of an ideal candidate:

Experienced or Entry-Level Candidate

You are a highly organized, highly motivated, goal and detail-oriented self-starter who is passionate and interested in or experienced in all aspects of project management as it relates specifically to Voice over Internet Protocol (VoIP) telephone technology. You understand and want to further learn VoIP function and can work collaboratively with traveling staff and local client staff on all aspects of phone systems and the processes and operations of converting to a VoIP system.

Furthermore, you are someone who is all about hustle, flexibility, and someone who is a strong player up for a challenge. You are able to partner closely with both the company technicians and ultimately corporate Project and Implementation Managers as well as prospective local client leads to participate in and/or manage a complete changeover of telephony plant, as well as learn, teach, train, coach, and mentor the team of rotating company VoIP installation assistants.

Candidate for Project Management

- Serve as Lead VoIP Technician a large-scale client installation of municipal telephone systems, partnering with client IT personnel regularly on prospective installation schedules, priorities and processes; define and monitor the overall approach, deliverables, staffing plans for existing on-going project;

Candidate for Team Management

- Provide a pivotal communication, escalation, and negotiation point to the team;
- Support Project Manager in developing, vetting and implementing a training initiative for local technical staff

Candidate for Process Management

- Responsible for the operation, customization and improvement of team processes necessary to maximize operational efficiencies for each Client's communications needs; nurture cross-functional company department relationships and be the ultimate problem solver to deliver work to Clients; assist with the development of project budgets, staffing requirements and logistical plans;

Your Qualifications

In addition to our ideal candidate's description of motivational beliefs above, we also believe the ideal candidate has:

- 5+ years of experience, including direct experience in a project management capacity, preferably in a technology environment;
- Strong ability to partner across company departments, including Client Service/Help Desk, Operations, Administrative and Technical;
- A cool, calm and collected approach to problem solving;
- Understanding of, and experience executing, projects that adhere to platform guidelines;
- Strong communication skills;

- Ability to work both independently, and as a part of a team;
- Ability to thrive in a fast-paced, high-pressure but safe and secure environment;
- Demonstrated experience in and passion for team leadership, mentorship, and development of junior talent; or,

You may just aspire to be such a candidate and learn from the ground up! We are interested in developing talent as well.

Position Profile for Immediate Candidacy

In addition to each of the areas outlined above, we also expect the ideal candidate to have experience and understanding of the following specific involvements of a client project:

- Grasp of the customer's current telecom environment (e.g., most often we are asked to replicate the system currently in use):
 - Analog / Digital system - (i.e., VoIP can be installed side-by-side);
 - Existing VoIP (Cisco) - (e.g., rip and replace conversion)
- Understand the customer's current IT infrastructure:
 - Firewall Brand
 - Switch Brand / Model
 - QoS (Quality of Service) capable
 - PoE (Power over Ethernet) capable
 - Server configuration
 - Premises
 - Dedicated Server
 - Virtual Server
 - Cloud
- Understand remote sites (LAN / WAN) [e.g., campus type settings are frequently in play]
- Fax Technology, Elevators, Postage Machines, Other fax / modem-based devices
- Current Telecom Carrier (i.e., preference for keeping or porting)
- Server configuration
- Handset configuration
- Gateway configuration
- Basic networking
- PRI, POTS, Trunk Gateway configuration
- Basic networking
- Trunk line setup
 - Existing carrier
 - Ambit SIP Trunking
- Port date set
- Install equipment
- Cutover phones from old system to new
- User training
- Admin training



This position profile is not intended to be all inclusive of every job function, duty and responsibility. Duties may increase, decrease and/or change as deemed necessary to support the department operations.