

**Job Title:** Senior Voice Engineer  
**Company Department:** Collaboration  
**Reports To:** Collaboration Manager

### **About TekScape**

TekScape is an IT consultancy and industry-leader in Network, Server, Collaboration, Cloud and Managed Services, with a focus on a results-oriented, business-minded approach to designing and implementing advanced IT solutions. TekScape has been recognized on the Inc. 500|5000 list of fast-growth companies for four consecutive years (2011-2014). We are growing rapidly, expanding our products and services offerings, and are looking to incorporate qualified and dedicated professionals to our team.

### **Job Description**

The key duties of the Senior Collaboration Engineer are to understand and take ownership of the technical requirements of Collaboration tickets and projects, which include VoIP, Video, Presence, and Collaboration Applications.

### **Expected duties**

- The candidate will be required to take ownership of projects and service requests, liaising with internal PMO, client contacts, and other TekScape staff.
- The position also includes planning, requirements gathering, specification, design, implementation, and solution turnover to the support teams.
- Participate in an on-call rotation responding to IT infrastructure events after hours
- Obtain and retain manufacturer certifications based on organizational and personal objectives.
- Stay current with technology trends, customer needs, and market demand to recommend, modify and implement appropriate modifications.
- Understand the following based on specialty; IP Telephony, routing, switching, gateways, site surveys, video endpoints, video infrastructure, QOS, Core Unified Communications, Presence and / or Customer contact applications
- Help lead and promote a well-organized team environment based on the following values:
  - Ownership
  - Business Comprehension (Professionalism and Certifications)
  - Dependability
  - Learn the ability to assess the customer environment (technical and political) and escalate if required.
  - Provide root cause analysis of client business-impacting events and provide workaround or resolution suggestions
  - Participate in the modification and continual improvement of the both the professional services project documentation and the project implementation processes

### **Education and Experience**

- 2 year degree or equivalent work experience
- 3-5 years of relevant job experience
- Industry certifications:
- CCNP Voice or better

- Experience with the following technologies/platforms:  
Cisco Unified Communications Manager, Cisco Unity Connection, Cisco Unified IM and Presence, Cisco Unified MeetingPlace, Cisco Unified Contact Center Express, Cisco Unified Attendant Console, Cisco Unified Border Element, VMWare, Cisco Integrated Management Console
- Experience with the following telephony protocols or circuits:  
SIP, SCCP, MGCP, PRI, and H.323
- Exposure and hands-on experience in the following routing protocols:  
BGP4, OSPF, EIGRP, RIP, and Ethernet Switching
- Excellent communications and documentation skills

Submit your resume to [recruiting@tekscape.com](mailto:recruiting@tekscape.com) or via our Careers website <http://www.tekscape.com/tekscape-careers.php>