

## CAREER OPPORTUNITY

### Voice Engineer

#### JOB SUMMARY

The **Voice Engineer** will be responsible for playing a leading role in the design, deployment, operation and maintenance of AMPLIA's voice infrastructure and will serve in the Company's Engineering department. The role also requires support of customers; negotiation and collaboration with carriers and providing technical guidance and advice to internal units responsible for marketing, monitoring and product development.

#### JOB DUTIES AND RESPONSIBILITIES

- Responsible for the design, deployment, operation and maintenance of AMPLIA's telephony network and infrastructure inclusive of switching and signaling components and telephony-based applications and servers
- Takes lead on project management in relation to any upgrades or implementations related to AMPLIA's Telephony infrastructure
- Implements service deployment for internal and external customers on telephony infrastructure via configuration or installation of services for Hosted PBX, Voice Trunks, Voicemail, Contact Center platforms
- Leads all aspects of the implementation of Fixed Number Portability
- Takes lead on ensuring continuous availability of telephony services by ensuring monitoring, reporting, support and maintenance processes are optimized
- Evaluates, designs and implements any migration, redundancy, disaster recovery, business continuity and long-term growth options
- Takes lead on ensuring accurate and updated documentation of all telephony infrastructure resources and equipment
- Takes lead on ensuring proper change management procedures are followed
- Develops and maintains capacity planning measures to ensure network and trunk resources afford the highest quality of existing and forecasted services
- Works with enterprise customers, international and local carriers to resolve issues beyond our internal control

- Works with internal support teams to identify recurrent telephony related issues, identify and develop troubleshooting guidelines with corresponding resolution paths.
- Be the escalation point for voice related residential, enterprise, local carrier and international carrier issues
- Takes lead on ensuring voice performance metrics and properly monitored and reported
- Takes lead on ensuring billing systems for voice services are fully operational and also providing any billing reconciliation reports required
- Researches, gathers and compiles relevant technical information, including key cost elements, to enhance, modify and maintain core domestic and international network, data systems and telecommunications systems.
- Assists in the development of strategic network plans by studying company requirements and growth plans, and by designing and engineering network systems and feature functionality.
- Maintains customer service by studying customer satisfaction surveys, solving problems and developing technical system improvements.
- Assists in technical components of all regulatory submissions, for both the existing network and planned network enhancements.
- Assists in preparation for disasters by identifying potential problems, developing response plans and managing crises.
- Actively participates in all technical and engineering meetings, providing insightful and strategic contributions to all network planning troubleshooting or other technical / engineering issues.
- Protects the organization's value by keeping information confidential, securing network facilities and operations.
- Assists in other elements of the engineering and networking department.
- Performs any other duties and responsibilities as assigned

## KNOWLEDGE SKILLS AND ABILITIES REQUIRED

- Bachelor of Science in Engineering/Computer Science/Information Technology or equivalent required, unless adequate experience is demonstrated
- 5 years plus Voice/Telephony engineering experience in the Telecommunications industry with extensive knowledge of PSTN and protocols - SS7, SIP, ISDN, CAS, VOIP, PRI
- Soft switches and SBCs
- Cisco CCVP, Avaya Certification or equivalent certification with experience administering Carrier Class or enterprise PBXs - Avaya, Cisco
- Working knowledge of Microsoft Project, Visio, Excel
- Commitment to work on a 24-hour on-call basis
- Experience working with Media Gateway Controllers, Trunking Gateway, SIP, SS7, VOIP and traditional call flows and signaling protocols which include: MGCP, SCCP, H.323/SIP/H.248, RTP, Voice TDM including ISDN, T1/T3, DTMF, FXS/FXO.

- Experience with embedded operating systems, Linux, Solaris, and Windows operating systems, relational databases, and routing protocols
- Strong hands-on knowledge of SIP, RTP and TCP/IP protocols
- Strong understanding of VoIP QoS issues and mitigation strategies
- Ability to perform SIP debugging with Wireshark and other tools. Capture and analyze SIP and RTP traces to isolate and resolve issues
- Experience with Session Border Controllers (SBC), Soft switches and SIP servers
- Must be able to multi-task and work efficiently in time sensitive, high pressure situations
- Strong Service Orientation
- High level of professionalism and integrity
- Confidentiality
- Strong interpersonal and social skills
- Team Player
- Takes the initiative
- Committed to excellence
- Strong decision maker
- Thorough
- Collaborative
- Alert and Energetic

**INTERESTED CANDIDATES PLEASE FORWARD YOUR CV TO:**

**AMPLIA Human Resources at: [vacancy@amplia.co.tt](mailto:vacancy@amplia.co.tt) no later than January 25 at 4 p.m.**

