



## Job Description

**Title:** Enterprise Voice Level II Engineer  
**Pay Range:** TBD  
**Human Resource Contact:** Dearest Chandler  
**FLSA Status:** Exempt  
**Report to:** Engineering Manager  
**Travel Required:** >50% travel  
**Position Type:** Full Time, Employee  
**Job Level:** Experience, Non-Manager  
**Relocation assistance:** None  
**Homebase Eligible:** No  
**Shift:** Day/First Shift  
**Business Unit:** Engineering

**Job Summary:** Reporting directly to Engineering Manager.

### Duties and Responsibilities

- Support and maintain Communication Server 1000. Provide system troubleshooting. Work closely and effectively with Nortel Global Technical Support team. Perform Moves, Adds and Changes (MAC) for systems under maintenance. Verification of the synchronization of inter-related systems (Telephony Manager, Common Network Directory Services...). Perform system backups.

### Knowledge, Skills, and Abilities

- Three to five years of troubleshooting and analysis skills and correcting problems in complex Nortel voice networks (preferably including VoIP), extensive knowledge of configuration options and parameters on Nortel products, knowledge of installation, configuration, and administration of relevant Nortel voice network management and configuration tools (e.g., Telephony Manager, Element Manager, ...), basic understanding of voice and data technologies as used in the enterprise network (e.g., TCP/IP, routing and switching, physical transmission media) good communication skills (i.e., writing, verbal and technical documentation skills including providing on-the-job knowledge transfer), basic project management skills - shifts supporting 24x 7 support.

### Credentials and Experience

- Usually requires a 2 year degree plus 3-4 years relevant experience, or equivalent.

**Special Requirements:** Willing to work overtime, holidays, and weekends as requested by Engineering Manager

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