



Job Description

Title: Senior Field Engineer - Voice
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

- Install and maintain Communication Server 1000. Provide advanced system troubleshooting. Provide major systems support and integration. Perform advanced installation and functional testing of VoIP solutions. Work closely and effectively with Nortel Global Technical Support team. Perform Moves, Adds and Changes (MAC) for systems under maintenance and support. Verification of the synchronization of inter-related systems (Telephony Manager, Common Network Directory Services...). Perform system backups. Assist in software verification.

Knowledge, Skills, and Abilities

- At least three (five + preferable) years of installation, troubleshooting and analysis skills. Experience 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, ...) advanced understanding of voice and data technologies as used in the enterprise network (e.g., TCP/IP, H323, SIP, Real Time Protocol, routing and switching, physical transmission media) advanced understanding of Sniffer diagnostic software, decoders and SNMP tools good communication skills (i.e., writing, verbal and technical documentation skills including providing on-the-job knowledge transfer) basic project management skills. Nortel, Communication Server, CS1000, M1, VoIP. Operates under general supervision and may provide technical assistance to lower level technicians.

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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