

# Job Specification

VOIP engineer

## Purpose

The VoIP Engineer will be responsible for the implementation and administration of VoIP networks. Additional responsibilities may include LAN/WAN, Network Management and other network related activities.

## Functional Responsibilities

- Responsible for the engineering, configuration, installation, maintenance and upgrade of VoIP deployment, supporting applications and network hardware
- Ensure installations documentation is completed timeously and returned to Project Co-ordinator.
- Keep supervisor informed of progress of installation
- Ensure pre-installations checks are completed before any installation
- Ensure strict adherence and recording of all site preventative maintenance schedules
- Troubleshooting and problem solving of calls.
- Level 1 and 2 support for clients
- Able to install and maintain a wide variation of PBX Systems
- Keeps all logs, account control books and other documentation accurately
- Ensure SLA's are met

## Requirements

- Minimum 2-3 years of experience performing VoIP administration, general telephony engineering and general Network administration
- 3Com NBX - (Managing and administrating the enterprise)
- 3Com VCX -(Managing and administrating the enterprise)
- PBX Experience
- Self-starter with excellent organization, administrative, interpersonal skills
- Initiative and ability to work without supervision and as part of a team.
- Driver's license and own car fit for travel

