



Spectrotel is one of the fastest growing nationwide aggregators and integrated solutions providers of Voice, Internet, Cloud and Managed Services. Spectrotel aligns suppliers, agents, and customers, through the use of Spectrotel's aggregation platform to bring out the best of each to maximize customer success. We are the "Network of Networks" and have achieved this through the committed, passionate and driven team of associates that make up the Spectrotel team.

Position: VoIP Engineer

Position Overview:

The VoIP Engineer will assist in provisioning tasks for all VoIP Services including but not limited to Hosted PBX, SIP, and POTS replacement product sets. This level Engineer handles escalations from the lower tiers regarding pre-build assistance or general guidance during customer installations and repair scenarios. At this level, the Engineer will facilitate conference calls with customers and Project Managers as necessary.

Essential Functions:

- Verify configurations on Edge Internet Routers and Firewalls for VoIP suitability in provisioning and repair situations.
- Assist with installation and/or repair of VoIP product sets.
- Pre-build Configurations and Turn-up VoIP products.
- Manage, administrate, and take appropriate actions on mail directed to group mailbox per SLA policies.
- Stage CPE for IAD/ATA configurations for Installation by Field Technicians or Vendors.
- Direct Field Technicians at customer premises in Turn-up of all VoIP services.
- Manage, administrate, and take appropriate actions on IP requests per IP allocation policies.
- Assist Field with installation and testing of Voice services.
- Participate as required regarding customer conference calls to effectively engineer orders and repair.
- Test potential VoIP products and document suitability at the direction of the Engineering Director

Other Duties:

- Effectively guide less skilled teammates through complex pre-builds and installations.
- Readily available for conference calls to address customer-engineering issues prior to installation.
- The ability to effectively assist and successfully handle escalated matters regarding installations and prebuild obligations is a very important aspect of the job. This candidate demonstrates years of experience and exposure to different technologies. After a brief introduction, an Engineer must understand Spectrotel's product line, configuration of cpe, back-end elements and installation process.



- Document and Close provisioning order/repair tickets via Spectrotel ticketing system.
- Successful attainment of specific industry certifications as directed by immediate management as related to strategic direction of the organization

Knowledge, Skills or Abilities

- Bachelor's degree or equivalent experience
- Qualified individuals should possess at least 3-5 years LAN/WAN networking experience with VoIP overlay.
- A thorough understanding and working knowledge of carrier-grade and SMB VoIP infrastructure, specifically: hosted PBXs platforms, IP PBX (Avaya IP Office, CUCM, CME, etc.), and End point devices (Polycom, Mitel, Yealink, Grandstream, etc.)
- Possess an understanding of telecommunication circuits (DS0, DS1, DS3, T1, T3, PRI, BRI, IOC, EOF) and multimedia protocols (H.323, SIP, SCCP, MGCP, RTP, RTSP, RTCP, etc.).
- A thorough understanding and working knowledge of IP routing and switching, specifically: VRF, OSPF, BGP, route redistribution, Spanning Tree, DSCP MP-BGP, MPLS VPN.
- Proven record of designing, troubleshooting, operating and improving complex carrier-grade and SMB SIP VoIP networks.
- Able to understand and analyze Wireshark or other PCAP results to solve complex SIP VoIP and IP internetworking challenges
- Solid understanding of VoIP related protocols & technologies (TCP/IP, UDP, SIP Trunks, PRI, extension mobility, dial plans, route patterns)
- Experience developing and implementing QoS in a converged voice/data network.
- Works closely with the Engineering Director to establish and deliver consistent technical direction, collect and analyze VoIP performance metrics, establish and enforce service level agreements.

Spectrotel is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, or any other legally recognized protected basis under federal, state, or local laws, regulations or ordinances.