JOB POSTING

Senior Communications Technician – Avaya IP Office

Vlcom - Virginia Integrated Communication – Richmond, VA

Department: UCC/Networking
Reports to: Integration and Service Manager – Richmond

The Senior Communications Technician is responsible for all telephony service and support needs for our customers. This relates to all telecommunications technology, to include: VoIP, voicemail systems, traditional telecommunications systems, networks, and vendor specific hardware and software. A demonstrated knowledge of Avaya is required, additional knowledge of Samsung, NEC, Mitel and other IP based voice platforms will be considered.

Employee Owned. Customer Focused. Vlcom is an industry leader dedicated to providing customers with complete integrated solutions and services through every outlet from initial planning, consultation, design, integration, and implementation. Vlcom is 100% employee owned. Employees are empowered to act and think like owners because, they are owners! All employee owners have a vested stake in the company which means their commitment to our communities, customers, and each other is unparalleled.

Essential Duties and Responsibilities:

- Telephony support relating to technical issues involving all telecommunications systems: VoIP, voicemail, analog, and vendor specific hardware and software to include Avaya IP Office
- Perform and Manage complete system implementations including: hardware/software installation, configuration, and programming; testing; end user training.
- VoIP and traditional telecommunications systems service and support
- Administration and maintenance of IP telephony servers, switches, routers, and gateways
- Work with telecommunications carriers for troubleshooting of voice and data circuits. SIP, T1 & PRI implementations
- Monitor the remote monitoring and management system alerts and notifications, and respond accordingly through service tickets
- System documentation to include system reviews and recommendations
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes or agreed
- Windows Server administration, implementation and support
- Working knowledge of CAT5E, CAT6 and Fiber installs (start to finish) including specialized test equipment and accurate record keeping
- Perform complex moves, adds, and changes to telephony systems, i.e. adding circuit cards and modules into systems and configuring with little supervision
- Communicate clearly with the customer and understand their needs on the job before, during, and after completion
- Perform complex troubleshooting on communications systems without supervision
Participation in on-call rotation for after-hours service issues and customer support.
Ability to conduct end user training on systems implemented

Additional Duties and Responsibilities:

- Improve customer service, perception, and satisfaction
- Ability to work in a team and communicate effectively
- Escalate service issues that cannot be completed within agreed service levels
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals
- Document internal processes and procedures related to duties and responsibilities
- Responsible for entering time and expenses as they occur
- Work through a daily schedule that has been established through the dispatch process
- Enter all work as service tickets into ticketing system
- Review IT publications and online materials to remain up to date with current and future technologies emerging in the industry
- Maintain current vendor certifications and obtain others as required

Knowledge, Skills, and/or Abilities Required: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Enjoy working with customers and external audiences
- In-depth knowledge and expertise in VoIP protocols
- Comprehensive knowledge of the fundamental concepts used in traditional telecommunication systems
- Working knowledge of access network issues that impact VoIP performance as well as their measurement and analysis
- Understanding of networks including cable modems, DSL, and wireless
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care
- Diagnosis skills of technical issues
- Ability to multi-task and adapt to changes quickly
- Technical awareness: ability to match resources to technical issues appropriately
- Service awareness of all organization’s key IT services for which support is being provided
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Typing skills to ensure quick and accurate entry of service request details
- Self-motivated with the ability to work in a fast moving environment
- 5 years of Avaya solution implementation and experience
- Avaya IP Office Certifications - ACIS, ACSS

Excellent benefits package including health insurance, 401K savings and Employee Stock Program.

Vicom is an Equal Opportunity Employer committed to creating a diverse environment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.