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Hands-on experience with voice and data products including Cisco Unified Communications Manager/Call Manager (ver 11.x, 12.x), Cisco Unity Connection, Cisco Enterprise Call Center, Cisco Voice Gateways, IVR scripting and Survivable Remote Site Telephony (SRST) functionality, VOIP troubleshooting tools, Cisco Routers, and Cisco Switches.

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Responsibilities

Should have atleast 7+ years of experience designing, configuring, and trouble shooting large enterprise converged (voice, data, video) networks. Cisco & Avaya Enterprise.

Must have CCIE Collaboration Certifications

Must have implementation and troubleshooting experience on the Cisco Call Center

Must have Cisco Call Center scripting experience.

Strong understanding VoIP QoS issues and mitigation strategies

Cisco Jaber & all voice products implementation knowledge

Knowledge of cabling and wiring systems, design, and installation

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Requirement

Experienced in SIP trunk deployment and support

Integration knowledge and experience for Cisco IPT with ALE IPT & Avaya IPT

Experience implementing Qos/Cos policies and priority queuing – WAN & LAN

Understanding of VOIP protocols and Codecs

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