

## IP Telephony Engineer

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Company: Raqmiyat

Location: abu dhabi

Category: other-general

Contract Duration – 12 Months Renewable Contract

Payroll Company – Raqmiyat

Notice Period – Immediate to 30 Days.

Job Description Minimum of 5 years of IP telephony / voice experience

Design, deploy, and maintain Cisco Unified Communications solutions, including Cisco Unified Communications Manager (CUCM), Unity Connection, Cisco Unified Contact Center Express (UCCX), Expressway Core, Expressway Edge and other collaboration applications.

Configure and troubleshoot Cisco IP telephony components, gateways, and endpoints.

Investigate and resolve complex telephone and voice network issues in a timely manner.

Plan and execute upgrades of Cisco Unified Communications software and hardware components such as CISCO BE7K and Cisco IP Phones.

Lead migration projects to transition from legacy telephony systems to Cisco UC solutions.

Create and maintain comprehensive documentation for telephony configurations, procedures, and troubleshooting guides.

Develop and maintain accurate Telephony flow diagrams and schematics.

Collaborate with cross-functional teams, including network engineers, system administrators, and security professionals, to ensure seamless integration of telephony solutions.

Provide technical guidance and support to other IT staff as needed.

Implement and maintain security best practices for voice and telephony systems.

Stay current with industry trends and security vulnerabilities related to Cisco collaboration

technologies.

Provide training to end-users and IT staff on the use and maintenance of telephony systems.

Offer tier-3 support for telephony / voice – related issues.#J-18808-Ljbfrr

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