

# Voice Engineer:

**Experience:** 4 - 8 yrs

Looking for L2 and L3 level

Experience of at least 3 years in Cisco IP telephony

Experience in Cisco Call Manager & Cisco Unity Express is mandatory.

Experience on Cisco unified contact centre Express.

## **Requirement:**

Voice:

- Excellent hands-on experience of configuring and troubleshooting Cisco Call Manager
- Design/Implementation and troubleshooting of Cisco Unified Communication
- Good Knowledge of implementation of Cisco Unity Express
- Skills & knowledge in working with Cisco IPT Unity Connections (Voice mail), CME (Call Manager Express) & CUE (Cisco Unity Express)
- Installation & Configuration of CCM servers & Voice Gateways (ISR G2 Series)
- Configuring call control protocols on Voice Gateways H.323, MGCP and SIP.

## **Cisco IPT**

- Troubleshooting and Maintenance of Cisco Call Manager.
- To Implement CISCO Call Manager Express and Cisco Unity Express.  
,Cisco Switches
- Design/Implementation and troubleshooting of Cisco Unified Communication

- Troubleshooting and Maintenance of IPSLA Routers and Voice Gateways.
- Experience in LAN/WAN Networking, specifically on Cisco Platform, and to some extent in Extreme LAN technology. Design expertise in VoIP networks ON Cisco and Nortel interoperability.
- Maintenance of WAN Network for customers ensuring proper QOS settings for voice and video.
- Coordinating and with different Service Providers like for Voice trunk connectivity.
- Coordinating with Cisco TAC for escalated issue and performing troubleshooting with TAC engineers.
- Backup and Restore Operations.
- Installation & Configuration of CCM servers & Voice Gateways (ISR G2)
- Configuring call control protocols on Voice Gateways H.323, MGCP and SIP.
- Experience in Technical documentation:- HLD/LLD/NIP and operational handover and End user training document

## **Responsibilities**

Design, implementation, ongoing management, and troubleshooting of Cisco Unified Communications Systems, including Call Manager/Unified Communications Manager 4.x through 6.x, Unity, and troubleshooting Cisco Analog and Digital voice gateways and devices, including ISR's, VG224's, ATA-186's as well as Cisco IP phones Design, implementation