

## JOB DESCRIPTION

### Voice over IP Expert

SL / Unit	Contact Person
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TC Division	Filova Lenka, lenka.filova@t-systems.sk
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Department / Team	
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Operations Voice & Tools	
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General description	
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We are looking for talented and committed individuals who see their future in the Voice over IP area. Successful applicants must thrive on working as part of a team in a fast paced, dynamic environment where energy and enthusiasm is a key. You will be dealing with internal and client stakeholders at various levels on a daily basis, so credibility and communication skills are essential. You will have a wide and varied role that will see you being part of the build and operations of T-Systems customer solution.

Accountabilities	
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**Daily responsibilities:**

- Administration of telephony systems
- Resolution of disruptions in services
- Support of voice-call services, voicemail systems, call centers, videoconferencing systems
- Changes of users, devices and other parameters according to customers' requests
- Communication with customer via phone and/or email
- Cooperation with manufacturers of supported systems
- Creation and maintenance of relevant documentation

Requirements	
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Skills	<ul style="list-style-type: none"> <li>• Experience with IP telephony</li> <li>• Basic knowledge about network components</li> <li>• General experience in Windows servers, VMware basics</li> <li>• Nice to have:             <ul style="list-style-type: none"> <li>○ UC applications (Jabber, Presence, Call manager, Voice mail)</li> <li>○ DHCP and MSAD basics</li> </ul> </li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Recommended 1-2 years of experience in IT field</li> </ul>
Languages	<ul style="list-style-type: none"> <li>• English language – communicative level</li> <li>• German language is advantage</li> </ul>
Others	<ul style="list-style-type: none"> <li>• Good communication skills</li> </ul>