

JOB DESCRIPTION

Voice over IP Expert

SL / Unit	Contact Person
TC Division	Filova Lenka, lenka.filova@t-systems.sk
Department / Team	
Operations Voice & Tools	
General description	
<p>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.</p>	
Accountabilities	

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