fidelus

technologies that connect us www.fidelus.com

UC Tier 2 Support Engineer Exempt

Company Description

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Our culture is the foundation for everything we do here at Fidelus. As part of this we have the following 10 core values which every member of the Fidelus team is expected to reflect in their day-to-day business.

1. Wow with exceptional service
2. Foster teamwork & friendships through open & honest communication
3. Be passionate & make it happen
4. Strive for excellence
5. Be adventurous, creative and open-minded
6. Embrace & drive change
7. Evolve through growth & learning
8. Be inclusive & leverage diversity
9. Be humble
10. Foster a fun environment

Job Description

The FidelusTAC CMS Engineer Tier-2 is a more in-depth technical level than your average entry or intermediate-level CCNA or CCNA-V level engineer. Tier-2 engineers are more experienced and are expected to possess and maintain a CCNP-Voice level of knowledge of Cisco Collaboration platforms and technologies. Tier-2 engineers are responsible for assisting their Tier-1 colleagues in resolving basic technical problems and serving as an escalation point for more advanced or elevated-severity issues within a customer environment by confirming the validity of the problem and seeking out known solutions related to these more complex issues.

Our Collaboration Managed Services (CMS) team specializes in the advanced troubleshooting, maintenance, and proactive & reactive support for Cisco UC & Collaboration environments of all sizes. Working together, we provide a suite of services that keep today’s Advanced Cisco Unified Communication and Collaboration environments operating efficiently.

Required Skills & Experience

- Bachelor's degree preferred
- **Level-2:** Active CCNP-V certification required
- Approximately 2 to 4 years of relevant work experience in Unified Communications support
- Intermediate level experience with:
    - Configuration, maintenance, and troubleshooting for Cisco Unified Communications Manager and the Cisco Unified Communications Suite of platforms
    - Voice gateways and signaling protocols: MGCP, SIP, H.323, SCCP, digital PRI/T1, analog FXO/FXS, Cisco Unified Border Element, media resources and SRST/SRSV.
    - Working knowledge of Cisco Unified Contact Center Express
- Knowledge of CCM SDI/ SDL traces & experience in a TAC environment is a big plus
- Excellent verbal communications and written documentation skills are required.
- Strong time management, organizational skills and ability to multi-task and meet deadlines
- Solid experience with CME/CUE

Detailed Responsibilities

The responsibilities of FidelusTAC CMS Tier-2 engineers include, but are not limited to

- Dial-plan troubleshooting, review and configuration for UC Manager/Communications Manager Express (MGCP and H.323) and Cisco Unified Border Element (SIP)
- Assessing and troubleshooting intermediate issues involving Cisco voice gateways leveraging SCCP, MGCP, H.323, SIP, ISDN, transcoding, conferencing and media termination
- Troubleshooting, designing and implementing features and functionality on platforms such as Unified Communications Manager (CUCM, CME), Contact Center Express (UCCX), Unity Connection (CUCx), Unified Presence (CUP), Unified Border Element (CUBE), VMware, and more
- Assisting Tier-1 team members in resolving technical issues impacting UC platforms.
- Reviewing and acknowledging alarms as they are reported by a proactive UC monitoring system and assessing the impact and severity
- Reproduction and implementation of workarounds in a lab environment and production systems
- Compatibility review, coordination and oversight for platform upgrades

Available Shifts

We currently have openings on the shifts below for Tier-2 engineers:

- Monday – Friday 3 pm – 11 pm EST