



Level 1 – 2 VoIP Engineer Job Description

Title: Voice Engineer

Classification: Non-exempt

Date: May 2022

Summary/Objective:

The VoIP System Engineer is the central point of contact for all VOIP, Fiber, telephony, and IT related incidents and service requests. This role is responsible for support resolving support requests as well as meeting customer satisfaction and continuous service delivery demands. The environment is dynamic, fast pace which provides services over the phone and through email.

Position Status:

This position is exempt from the minimum wage and overtime provisions of the FLSA. This is a full-time position. Full-time employees are regularly scheduled to work at least 40 hours per week and are eligible to participate in all Company benefits subject to the terms, conditions, and limitations of each benefit plan.

Salary:

Salary to commensurate with experience.

Minimum Qualifications:

These minimum qualifications have been agreed upon by the Company in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to Fuse.Cloud in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.



Educational and Experience Requirements:

- Graduation from a standard four-year high school or equivalent (GED or High School Equivalency Diploma) with concentration in Computer Science or Information Technology and Information Systems preferred
- 2+ years of relevant experience is required

Knowledge and Skills:

- Excellent oral and written communications skills and experience interacting with individuals at all levels including the executive level
- Strong planning processes and organizational skills including attention to detail and multi-tasking skills
- Strong analytical, planning, and organizational skills with an ability to manage competing demands
- Ability to represent the company in a professional manner
- Experience with Windows and all Microsoft Office applications including Office 365
- Working knowledge of mobile devices such as Android and iOS devices.
- Experience with TDM or VoIP telephony networks
- Understanding of the Public Switched Telephone Network
- Ability to understand technical concepts and communicate at a customer-facing level

Responsibilities and Duties:

- Receives calls for Tier I - Tier III for VoIP, SIP, IP network and authentication issues. Enter and track in ticketing system to ensure client is update concerning status of issue to include identification of nature of problem (fixes) and applied resolution
- Provides desktop and IT support for clients as needed
- Serves as initial escalation point for technical support issues
- Applies technical knowledge to the troubleshooting of VoIP, SIP, IP network and authentication issues Receives trouble calls and submits into Fuse.Cloud ticketing system
- Tracks and updates issues in ticketing system
- Documents all pertinent end-user information to include identification of nature of problem, fix(es) applied and resolution
- Performs necessary troubleshooting to resolve customer issues
- Escalates issues as appropriate to Tier II and Tier III support technicians
- Works with vendors to resolve problems related to their products



- Provides desktop support to clients utilizing Fuse.Cloud IT services
- Reviews, analyzes, and evaluates possible trends regarding common system failures or outages and communicating these to the Director of Customer Support
- Performs additional duties as assigned by the departmental manager
- Assists in quality assurance testing
- Builds positive rapport with customers

Supervisory Responsibility:

This position has no supervisory responsibilities.

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Must be able to travel to customer sites. Company car will be provided. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Position Type/Expected Hours of Work:

This is a full-time position, and hours of work and days are Monday through Friday, 8:00 a.m. to 5:00 p.m. On-call rotation is required, and shift schedules are subject to change.

Benefits Package:

This position offers a full benefits package including 100% employer-paid health, dental and vision insurance, as well as \$25,000 in life insurance coverage. The employer also offers an IRA match incentive for employees who have been with the company a full calendar year.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job. Duties, responsibilities, and activities may change at any time with or without notice.



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EEO Statement:

Fuse.Cloud is an Equal Opportunity Employer and Prohibits Discrimination and Harassment of Any Kind: Fuse.Cloud is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Fuse.Cloud are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social, or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. Fuse.Cloud will not tolerate discrimination or harassment based on any of these characteristics. Fuse.Cloud encourages applicants of all ages.