



## Job Description

Job Title

Internal Use Only

Node4 Limited

01/04/2021

<b>Job Title:</b>	Collaboration Support Engineer	<b>Department:</b>	N4Engage
<b>Location:</b>	Derby	<b>Reports to:</b>	Collaboration Support Engineer

## 1. Role Overview

Node4's Collaboration team deploy, support and maintain a range of systems. These include our own SIP Trunk platform "SIPlink" and several UC and telephony products from various vendors.

The Support Engineers within the Collaboration Team provide technical support to our customers, ranging from making additions and changes through to troubleshooting and detailed debugging. This role is varied and requires people with a logical approach to troubleshooting and the ability to quickly learn new systems and solutions.

In addition, Support Engineers assist Collaboration Project Engineers during and after deployment of new systems.

## 2. Responsibilities

As a Collaboration Support Engineer you will be an integral part of the Collaboration Team responsible for.....

- Handling of technical queries from our customers (2nd and 3rd Line Support)
- Troubleshooting issues using several management systems and packet captures
- Assisting with the deployment of new solutions
- Provisioning new SIP and UC services
- Maintaining, updating and supporting internal and customer equipment.

## 3. Skills & Qualifications:

As a Collaboration support Engineer you will be expected to demonstrate certain skills in order to successfully fulfil the role. These include:

- Experience of installation and configuration of one or more IP telephony systems (any of the following would be extremely desirable: NEC SV8100, NEC 3C, Cisco UCM, Zeacom, Polycom)
- Knowledge of SIP and VoIP technology
- Experience with deploying Microsoft server technology
- Ability to debug VoIP solutions using packet captures
- General IP networking skills
- Ability to communicate well with customers, in particular translating technical information into language used by non-technical people
- Flexibility and willingness to embrace new technology.

## 4. Performance:

Performance will be measured against a set of monthly, quarterly and annual targets and Key Performance Indicators.

## 5. Reporting:

The role reports to Collaboration Support Engineer although interaction will be required with various departments across the business.

Monthly, Quarterly and Annual reports will be required (format to be agreed).