

Altura Communication Solutions Network Service Engineer

Altura Communications Solutions, LLC is a leading provider of unified communications, video collaboration, managed services, and data communications products. As an Avaya National Business Partner, Altura is authorized to sell the complete line of Avaya products, as well as other high quality voice and data products. Altura is poised for growth due to the combination of our best-in-industry service and Avaya's market-leading products. Headquartered in California, Altura has nationwide sales and service capabilities and approximately 100 employees. Outstanding customer satisfaction is our top priority. Visit us at www.Alturacs.com.

Position Summary:

Responsible for implementing advanced Avaya integrated/complex technical IP networks, installing, diagnosing, troubleshooting, repairing and debugging complex telecommunication systems, IP based telephony solutions, computer systems and/or complex software. Provides onsite and remote installation support for Avaya solutions. Assist Professional Services Engineers as required. Position may require occasional travel throughout the U.S.

Essential Duties and Responsibilities:

- Provide the highest level of skills in designing and implementing advanced voice and SIP enabled communication networks, specifically related to Avaya products
- Provide identification and resolution of complex product/service problems both by phone, remote connectivity, and on-site
- Requires a high level of knowledge on Avaya Communication Manager, System/Session Manager, AES, SBC and other products and services
- Conducts complex system emulation/simulation activities to identify problems
- Coordinate with Engineering on potential product defects and system modifications/changes
- Maintain detailed documentation of problem resolution activities

Qualifications:

- Minimum Associates degree or equivalent experience required
- 5 year's minimum experience in providing high level technical implementation and support of IP PBX, TCP/IP, SIP, PC LAN networks, and other application processor equipment
- Demonstrated ability to install VoIP solutions as a lead technician or engineer
- Knowledge of various communication protocols, including Session Initiation Protocol (SIP)
- Understanding of IP addressing and be able to effectively communicate it to others is required
- Read schematics and operate various kinds of data and electronic test equipment is highly desirable
- A good understanding of Visio and be able to prepare network diagrams, call flow diagrams, and documentation
- Strong understanding of network analysis tools, such as Wireshark, is required
- Knowledge and experience with Microsoft Office tools
- Experience with video products such as Polycom is a plus
- Experience with Avaya one-X components and Avaya Application Enablement Server (AES) is a plus
- Experience with Avaya IP Office is a plus
- Data LAN/WAN switching/routing experience is a plus
- Industry standard certifications are a plus