

Vacancy Announcement

NOC Engineer (Telephony Emphasis)

Technical Department

INFO-Telecom SHPK

Purpose:

NOC Engineer – understand and manage ticket requests for Telephony Systems and Voice traffic mostly IP.

Asterisk experience is highly preferred.

Job Description:

- Implement operational procedures concerning the maintenance and management of the commercial voice network, including but not limited to: VoIP deployments, SS7 trunks, call routing engines, session border controllers, call processing servers and media gateways.
- Provides network analysis concerning usage trends, voice traffic metrics, capacity planning and recurring events, as well as outage and incident patterns.
- Provides escalation for network-level troubleshooting activities as related to commercial voice networks, including but not limited to: analyzing packet captures, event logs, SS7 traffic and other diagnostic records.
- Designs, implements and manages voice network element monitoring tools as needed.
- Cross training NOC personnel on voice network infrastructure and services.
- Participates in a team environment, providing valuable input as a telephony subject matter expert within the team.
- Works cooperatively with Service Engineering on projects involving telephony growth initiatives, as well as operational acceptance of new voice network elements and CPEs.
- Provide final level of escalation of commercial trouble tickets as related to voice delivery.

Requirements (at least 1 from technical expertise point is required) :

- Bachelor's degree in Computer Science, Management Information Systems or related fields with 1 to 2 years of experience, or 3 to 6 years of comparable professional experience in a related field.
- Effective written and verbal communication skills.
- Ability to create operational policies and procedures.
- Experience troubleshooting VoIP and traditional telephony issues.
- Excellent analytical and problem solving skills.
- Ability to function in a team environment as a telephony subject matter expert.
- Direct hands on experience managing and supporting Asterisk based voice switching platform.
- Experience with VoIP protocols such as MGCP, H323, IAX and SIP.
- Experience supporting hosted PBX deployments.

Abilities and Skills Desired:

- Previous voice/telephony network administration experience.

- Experience managing and supporting Asterisk (Yate,FreeSWITCH) based Platforms .
- Experience managing and supporting SIP trunks.
- Experience managing and supporting Kamailio (Ser,OpenSer,OpenSips) based Platforms.
- Experience troubleshooting Ethernet and IP networks.
- Experience working in a Network Operations center.

Terms of Appointment

The appointment will be on a contractual basis for a period of one (1) year in the first instance with the possibility of renewal.

An attractive compensation package commensurate with experience and qualifications will be offered.

Application Procedures

Detailed Curriculum Vitae is a must for the application.

The applicant that possesses Professional certificates, letters of references will be considered on higher priority for the interview

Please send all the documents on

HR@infotelecom.al

Or:

INFO-Telecom SHPK Head Office
Rr. Dervish Hima, No. 1, Ada Tower, 1st Floor (Former TV Klan Offices)
Tirana, Albania

Tot the attention of:

Ms. Ada Dervishi

to reach no later than **4.00p.m. on Friday, 8th August 2014.**

Further details relevant to the position can be obtained by calling the number below:

Mob: +355 69 4083396