



## **Cisco Voice Engineer - Delivery**

### **Job Description**

This position is in the Engineering team, where the successful candidate will be prime for the Cisco portfolio. The role is focused on project delivery but could involve presales and support functions as required.

### **Requirements:**

- Technical lead for project delivery
  - Customer design sessions (JAD)
  - Configuration
  - Programming
  - Admin training
- Prepare and conduct technical presentations
- Using a consultative approach, conduct technical operations review, present findings and prepare written reports as appropriate
- Assisting the support organization with troubleshooting (L3)
- Assist in evaluating competitive offerings
- Maintain and grow leading edge technical skills in a rapidly changing environment

### **Critical Qualifications:**

- Strong technical expertise in one or more of the following areas: Advance Contact Centres, Unified Messaging, Multimedia, IP technologies (Cisco) Microsoft (MCSE/MCP), Microsoft Office (including Visio)
- Cisco product portfolio including – Call Manager, Unity, CME, CUE, Meeting Place, UCCX, Unity Connection, Consulting skills
- Certifications – CCNA, CCDA, CCNA Voice
- Ability to communicate effectively with technical and non-technical customers as well as internal and external partners
- Strong interpersonal skills and very customer-focused – experience dealing with external customers
- Strong leadership, analytical, and decision making skills
- Ability to maintain leading edge technical skills in a rapidly changing environment
- Strong sense of Team
- Innovative – able to propose and implement cost effective solutions

### **Skills considered an asset (but not mandatory):**

- CCVP
- CCIE Voice, R & S and Security
- Specializations: Rich Media Communications, Contact Centre Express, Unity Design, Unity Support
- 3-5 years design and deployment experience (customer)



- Microsoft MCSE

**Additional Information:**

- Flexibility to work outside of regular business hours as required for customer commitments and cutovers (evenings and weekends)
- Work location: Mississauga, Ontario

Eclipse Technology Solutions is a recognized leader in providing fast and capable response to service issues in voice and data communications networks. Serving customers throughout Canada and the U.S.A., Eclipse specializes in designing, implementing and servicing complex multi-site, multi-application technology solutions. The highly experienced Eclipse staff has extensive experience with full-scale VoIP solutions, contact centre applications, unified messaging integration, and wireless mobility solutions.