



Cisco Voice Engineer

Position Overview:

BCTI is looking for a seasoned Cisco Voice Engineer with heavy voice experience to join our team of technology professionals. The ideal candidate is someone who has experience in Cisco Unified Communications products including Unified Communications Manager (Call Manager), Unity, WebEx Calling, and VoIP gateways.

Expect a high-paced working environment supporting a variety of clients as well as daily interaction with team members. The Cisco Voice Engineer position requires working closely with scheduling and the Account Executives to ensure quality service delivery and customer satisfaction with all work performed.

Requirements:

- Three years of Cisco networking equipment. Familiarity with network infrastructure items including firewalls, routers, and switches.
- Strong background in Cisco Unified Communications products including Unified Communications Manager (Call Manager), Unity, VoIP gateways, and WebEx Calling.
- Strong understanding of Cisco voice technologies, protocols, and architectures, including SIP, H.323, MGCP, and SCCP.
- Experience with Cisco routers and switches, including IOS configuration and troubleshooting.
- Excellent analytical, troubleshooting, and problem-solving skills.
- Professional attitude and appearance.
- Strong communication and collaboration skills.
- Ability to communicate effectively with a variety of end-users and customers by phone while providing remote support using a variety of tools.
- The ability to function autonomously with minimal supervision.
- Provide timely documentation during work.
- Strong customer service skills, remote, and in-person.
- Eagerness to consistently share and learn skills while developing personally and professionally.
- Participate in on-call rotation and respond to emergency situations.



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Beneficial Attributes:

- Bachelor's degree in computer science, Information Technology, or a related field.
- Cisco certifications such as Cisco CCNA and/or CCNP.
- Experience deploying and supporting Cisco security and wireless solutions.
- Enjoy working with and helping end users/customers.
- Background supporting multiple customer environments.
- Experience with ConnectWise PSA, IT Glue, TeamViewer Enterprise, and LastPass.

Benefits:

- 401 (k) plan plus employer matching (no vesting period)
- Continuing education
- Employer-funded Health Savings Account
- Flexible remote work options
- Full and part-time disability (fully employer paid)
- Paid holidays
- PTO/sick time

About BCTI:

BCTI is a regional solution provider that has been in business for over 30 years providing the highest level of technical solutions and customer service. Our customers are typically headquartered in North Carolina, Kentucky, Tennessee, or Virginia but may have remote locations that we support as far away as California and Mexico. BCTI focuses on delivering secure, highly available proven business solutions utilizing products from Cisco, HP Enterprise, Microsoft, and VMware.

BCTI Values:

- *Do the right thing*
- *Exceed customer expectations*
- *Respect and integrity in all interactions*

Contact careers@bcti.com with a resume and cover letter for consideration. Excellent salary, commission, bonus, and benefits package available to the right candidate.