



VOICE PROVISIONING SPECIALIST

A unique opportunity to work with a leading telecommunications company.

Come work at a rapidly growing engineering firm that is staffed with industry experts, has great benefits prides itself on developing our people.

The Company

Planview Utility Services is an engineering firm that provides engineering design, sub-surface investigation and geographical information related services to telecommunication companies and electric utilities. Our workforce is a mix of veterans of the industry and youthful enthusiastic technical resources. We have pride our collegial culture and host multiple corporate sponsored social activities. The use of technology plays a large part in our success. Our client is leading telecommunications company.

The Position

In this position, you will:

- a) Processing facilities for hosted telephony, SIP/PRI for each new customer
- b) Review of Statement of Work for installing and activating services such as HPBX, SIP/PRI and Analog phones for business customers
- c) Order equipment at the warehouse (Switch-Router and IP phones)
- d) Configuration of the relevant "Group" in the hosted telephony platform (MetaSwitch) using the predefined templates
- e) Update of the equipment (firmware)
- f) Configuring IP phones using predefined templates
- g) Switch-Switch configuration using predefined templates
- h) Function tests configured for clients
- i) Pre-Staging of equipment
- j) Updating the inventory and shipping equipment to customers
- k) Activation of remote services during customer installation by The Client's service installation technician
- l) Make customer change requests after installations
- m) Quality Assurance and audits for customer services and features

- n) Basic troubleshooting activities for new/existing customers
- o) Closely work with Voice Engineering team

Your essential qualifications will be:

- a) 3-5 years' experience in Telecommunications
- b) Knowledge of hosted PBX environments inclusive of feature configuration, provisioning, design of call flow, and management of service packs preferred
- c) Understanding of the basics of IP networking
- d) Knowledge of File Servers (FTP, TFTP)
- e) Knowledge of CRM platforms preferred
- f) Experience in Voice Provisioning and Activation of HPBX, SIP/PRI and related services
- g) Experience in Configuration of Switching, Routing and Firewall devices preferably Juniper
- h) 2 years' experience with Switching platforms delivering voice services and configuring IP Phones
- i) 1-2-year experience in Configuring and troubleshooting IP phones, voice gateways, switches and features like call park, call pickup, group pickup, hunt group, call of restriction, extension mobility etc. for HPBX business customers using Unified Cloud Based collaboration infrastructure.
- j) Knowledge of call signaling protocols H.323, MGCP, SIP and SCCP and Manage ongoing operations of Unified Collaboration Infrastructure for clients.
- k) Worked with Ticketing System: example Remedy
- l) Ability to interact with customers and meet their expectations
- m) Strong organizational, communication (verbal and written) and problem-solving skills
- n) Very comfortable in a Collaborative work environment.

Your additional assets would include:

- a) Exposure to MetaSwitch platform and configuration of related voice services
- b) Routing, switching and configuration of Juniper, Cisco devices
- c) Exposure to Sangoma VEGA and SBC's
- d) Experience with Soft Phone mobile applications

The Location

Planview Utility Services has 3 offices – Markham, London and Ottawa. Our clients are based throughout the province, as are their projects. *This is a **contract placement** position that will be based at our client's location in **Burlington, ON.***

Why You Should Apply

If you like to work within a team, work alone, contribute to infrastructure builds, work with sales/marketing and engineering teams and receive competitive compensation then you should apply.

Note

Planview Utility Services Ltd is an Equal Opportunity Employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, Planview Utility Services Ltd will provide accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources staff of the nature of any accommodation(s) that you may require.