

Position Title: Voice Engineer I	Department: Engineering
Reports To: Director of Network Engineering	FLSA Status: Exempt

General Summary:

The Voice Engineer is responsible for projects and tasks related to the voice switch network, hosted PBX platform and voice application systems. This position includes responsibility for design, and planning for maintenance, improvements, capacity and upgrades for the relevant systems. The Voice Engineer is responsible for executing projects to augment and enhance the network or voice systems. This position reports to the Portland, New Gloucester or Bangor office. Travel to Otelco properties in Maine, New Hampshire, Massachusetts, Vermont, and West Virginia is required.

The Network Engineering team is responsible for designing, planning, and operating complex network and voice systems to ensure optimal efficiency and cost-effectiveness through utilization of industry-best practices.

Essential Job Functions:

- Responsible for tasks related to evolving the voice network to VOIP and consolidating switching platforms
- Plans, designs, and coordinates augments and rearrangements to the existing voice switch infrastructure, including TDM, SIP, Hosted PBX and periphery systems such as voicemail
- Responsible for maintaining spares inventory, network redundancy and sufficient capacity for voice switching infrastructure
- Provide technical assistance and support to other teams for major systems improvements
- Mentor coworkers in new technology
- Maintains drawings and documentation concerning all MACD activities for the voice network
- Define technical requirements concerning the voice infrastructure
- May assist with numbering inventory and reporting, NPA/NXX updates.
- May work with IXCs to interconnect with network.
- May assist with complex translations (HPNA, NXX, COS, Prefix, address, orig tables, AMA, LNP, etc.)
- Perform analysis utilizing CDR and call accounting systems
- Knowledge of SIP Signaling and Call Flows
- Knowledge of HPBX platforms
- Responsible for performing central office installation and repair work.
- Manage customer issues by setting expectations and meeting/exceeding those expectations to achieve the highest level of customer satisfaction
- Participate in an on call rotation
- Must be able to work over-time and off shift hours.
- Performs all other related duties as assigned by management.*

**These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

Knowledge, Skills, and Abilities:

- Knowledge of rural and competitive telephone operations and subscriber services preferred.
 - Expertise in IP voice systems and SIP preferred
 - Experience with equal-access and presubscription process.
 - Experience with complex translations
 - Experience with Broadsoft and Metaswitch preferred
- Knowledge of industry standards and best common procedures
- Knowledge of company products and services.
- Knowledge of company policies and procedures.
- Knowledge of general office procedures.
- Skill in operating various office equipment such as personal computer, copier, fax, two-way radio and telephone systems.
- Problem solving and troubleshooting skills
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner.
- Ability to follow written and oral instructions.
- Ability to work with numbers and calculations and create budgets and forecasts.
- Ability to pay close attention to detail and schedules.
- Ability to effectively function as a team player.
- Ability to work nights and weekends when required
- Travel throughout the northeast frequently required
- Occasional travel beyond the northeast required
- Must have a valid driver’s license.

Education and Experience:

Education: 2 or 4 year technical degree preferred, high school diploma required.

Experience: Minimum of five years of relevant technical experience.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:		X		
Climbing/Stooping/Kneeling:		X		
Lifting/Pulling/Pushing:		X		
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Typical office environment the majority of time: exposure to outside conditions as necessary to support network recovery efforts.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Otelco is an equal opportunity employer and does not discriminate on the basis of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability.