

Position Title: Solutions Design Engineers

Department: Solutions Design Group

Reports To: Director, Solutions Design

FLSA Status: Non-Exempt

The Solutions Design Engineer collaborates with customers to plan, design, train, and execute HPBX service deployments. Must be willing and have the ability to travel approximately 50 - 75%.

Essential Job Functions:

Order Processing:

- Oversee orders assigned via Lead Agent
- Review paperwork updating co-workers to any changes
- Interact with customers and co-workers to coordinate key dates and milestones

System Design:

- Meet with customer to determine unique components of phone system
- Design a phone system balancing customer needs and organizational mandates
- Build and test new system
- Generate design documents and diagrams

System Training:

- Provide administrator with training on phones and administration of system
- Provide end users with training on phones

Personal Characteristics:

- Bring a positive/can-do attitude to each task assigned
- Take pride in collaborating with customers to find solutions that work for them
- Ability to use creativity along with tried-and-true applications to build customer solutions
- Ability to multi-task in a sometimes-stressful environment
- Work well in a team environment
- * 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

- High level of organization skills and customer facing skills
- Demonstrated success and performance in a team environment
- Works well under pressure with strong aptitude
- Experience with project management, HPBX/PBX deployment, and or end user training
- Knowledge and experience in Broadworks or Metaswitch HPBX configuration and service design

- Proficient in the use of PC software including Microsoft Office, Excel, etc.
- Strong written and oral communication skills
- Ability to organize and prioritize multiple work assignments and manage projects effectively
- Ability to pay close attention to detail
- Ability to make sound decisions using information at hand

Education and Experience:

- Bachelor’s degree or equivalent work experience. High school diploma required.

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.

Good working conditions with the absence of disagreeable conditions.

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.

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