

VOIP SPECIALIST

PURPOSE AND NATURE OF WORK

Position designs, maintains, and manages development of Lafayette Utilities System's telecommunications network with a primary focus on the Metaswitch Class 5 switch and related systems and services. Position contributes to overall network design and troubleshooting, including core network equipment, email platform, video systems, media room and Gigabit-capable Passive Optical Network (GPON) equipment. After hours and weekend work may be required.

Incumbent works under the general direction of the Chief Communications Engineer and has no supervisory responsibility.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Maintains and administers daily operations of the Metaswitch platform, Session Border Controllers (SBCs), and Hosted PBX phones. Performs hardware and software upgrades on the Metaswitch and SBCs. Leads testing on HPBX hardware and software features. Creates and maintain all translations for all switches.

Analyzes measures for network planning and diversification. Operates and maintains the GPON network.

Oversees network design and architecture for system expansion and to meet new product requirements. Monitors traffic capacity on switches to ensure adequate performance. Develops and tests new products.

Monitors system performance; performs system backup, recovery and maintenance, as well as disaster recovery options.

Provides complex technical support and hands-on troubleshooting for issues escalated from Technical Support and/or Network Operations. Maintains disaster recovery procedures for network and related equipment/software.

Develops network documentation, including diagrams, Standard Operating Procedures, and work instructions.

Performs related work as required.

NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS

Thorough knowledge of telecommunications networking components, such as Metaswitch translations, telephony switching, SIP/RTP messaging protocols, and SBC configuration.

Thorough knowledge of applicable telecommunications network methods and materials.

Ability to manage complex projects under strict deadlines.

Ability to troubleshoot and enhance operations of related equipment.

Ability to form and maintain effective working relationships with employees of all departments, elected officials, the public, and vendors.

Ability to communicate clearly and understandably with persons of all levels of sophistication regarding computers uses and problems.

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's degree in Telecommunications, or Engineering; industry certifications in telecommunications; substantial experience in telecommunications networks and/or telephony switching; or an equivalent combination of education and experience.