

CISCO UNIFIED COMMUNICATIONS ENGINEER

CCIE-VOICE TECHNICAL LEAD

This position is responsible for leading, planning, and implementing VoIP consulting engagements. The candidate will set goals, monitor work, and evaluate results to ensure objectives and operating requirements are met and are in line with the needs and mission of the organization. Although the primary focus of this position is to implement and support VoIP installations, the candidate may also be tasked with general network support and build-outs including security, routing, switching, wireless, and other network related duties.

The candidate will also be required to provide mentoring, training, and support for the technical and sales staff.

ESSENTIAL FUNCTIONS:

1. Work with management team to develop a comprehensive and successful Cisco Unified Communications business unit and plan
2. Work with customer and partner sales and technical teams to prospect and develop Cisco Unified Communications sales, design, installation, and support opportunities
3. Responsible for design, staging, configuration, implementation, and support for VoIP installations as necessary
4. Responsible for managing all existing VOIP opportunities
5. Responsible for engaging Cisco sales and technical contacts as required for knowledge and business development for Unified Communications
6. Continuously assessing business unit performance and goals to enable changes to the business unit to realign as needed for optimal performance
7. Assesses and analyses the knowledge and technical expertise of engineering staff to plan for training and certifications as needed

OTHER FUNCTIONS:

1. Attend and participate in internal and customer meetings
2. Continue personal development
3. Performs other duties as assigned by management

EXPECTED SKILLS:

1. Ability to reason and think logically
2. Strong attention to detail in regards to project planning and documentation
3. Strong organizational and sales skills
4. Ability to communicate clearly and concisely, both verbally and with written documentation
5. Exceptional work ethic

6. Display willingness to help others, a pleasant personality, a courteous manner, and a professional demeanor
7. Ability to apply judgment, implement solutions, and resolve conflicts, all in a multi-tasked environment
8. Advanced Project Management skills are required. The ability to utilize resources to complete tasks preceded by a defined goal or objective on budget and on time
9. Ability to assist sales in a highly competitive field
10. Ability to grow and cultivate a highly-performing technical staff

KNOWLEDGE REQUIRED/DESIRED:

1. Cisco CCIE-Voice – Required
2. Microsoft MCSE - Required

EXPERIENCE REQUIRED/DESIRED:

1. Prior technology VoIP implementation and support experience with Enterprise type accounts
2. Proven success with strategic planning, process re-engineering and project management
3. Able to lead and motivate groups and individuals. Able to think creatively and strategically to successfully negotiate with individuals and groups internally and externally. Able to effectively manage staff, meet deadlines and tight time constraints