Job Description
Level 3 engineer Asterisk

Salary circa £24K - £28K per annum

Location: Stafford

We are looking to complement our team of dynamic of highly skilled system engineers. We are now looking to compliment this team with a new engineer that has key skills in the field of VoIP.

The successful candidate will be involved in the Installation, configuration, maintenance, moves and changes of our Hosted PBX platforms providing services to our customers.

The role will also require attending customer premises to perform any installations or fault resolutions on an ad hoc basis.

You will work with our 1st 2nd and 3rd Line engineers to assist in resolution of any faults raised via the in house ticket system, troubleshoot issues in a timely and accurate manner. In the process mentoring of the 1st and 2nd line engineers in best practice and process to help them grow their abilities. Collaboration and discussion with fellow engineers will be encouraged at all times.

Other duties include: configuration of switches and routers for provisioning our services to customer sites for both VoIP and data services. Development of systems to reduce provisioning resource consumption.

Skills / Experience Required

We would expect the candidate to have 18 months, or more, hands on experience in the field of Linux/Asterisk VoIP with a strong understanding of Linux servers. Proven capability with scripting and other command line tools would be expected. Experience of management of Linux Servers with solutions like **Chocolaty or Puppet** would be advantageous (as well as demonstrable knowledge of package managers (yum, apt...). Management of Cloud Server Infrastructure (both in-house and through our partners). Management networks, including ALL firewalls, Switches, Routers, Wireless Access Points, Security Controllers and Wireless controllers.

Minimum Skills required also include excellent telephony and written communication skills in English.

Complete understanding of:

- Linux Servers

- VoIP Phone Systems (Ideally, Asterisk, FreePBX)

- Virtualisation Technologies (VMWare, KVM, HyperV)

- Networking (VLANs, IPv4/IPv6 addressing, Firewalls, UTM's)

- Good working knowledge of IP and the OSI layers

- Strong technical knowledge of VoIP signalling protocols (SIP, AIX, H.323) and media (RTP)

- Experience of diagnostic tools such as Wireshark and be able to interpret captures.

- Excellent analytical abilities.

- Experience of Creating Dial Plan applications.

- Experience of TDM to SIP gateways (dialogic)

- Internet Connectivity Options (xDSL, Bonding, Leased Line, EFM, BGP)

- Ideally CCNA qualified (not essential)

- Experience of MySQL, SQLite, VICIdial, LimeSurvey number systems, application servers (Tomcat / SSL), telecom scripting tools, TCP/IP addressing, SIP trunking

- Mail Systems (SMTP, POP3, IMAP, Exchange)

- Sound system hardware knowledge.

- Holds a current Driving licence