



## Voice Engineering Manager

Location: Sacramento, CA

O1 Communications, Inc is a full-service provider of data and voice telecommunication products and services for business organizations and communications solution providers. We are currently seeking a Senior Engineer for the position of Voice Engineering Manager.

The Voice Engineering Manager will report directly to the CTO. This hands-on position is responsible for the direct management of all level 3 technical needs of O1 IP-PSTN Gateways (Lucent LCS 5010) devices, and Session Border Controller (SBC) including planning, monitoring, troubleshooting and escalating customer and network implementation.

### **RESPONSIBILITIES:**

- Provides cross functional technical, switch, voice, and data technical support.
- Provides technical and management support for the Voice Engineering Team and other cross functional organizations as called upon.
- Ensures network operations are within performance guidelines; must develop expert knowledge of network management and monitoring tools; handles customer and network troubles when escalated.
- Ability to write customer facing technical documentation and create management reports and metrics is a must.
- Planning, designing and implementing voice equipment and services; direct the creation, documentation, and compliance of sound network troubleshooting, surveillance and monitoring practices.
- In depth technical knowledge and hands-on experience on troubleshooting and configuring Class 4 and 5 switches, DACS, MUX's and IADs.
- Advanced knowledge in E&M, CAZ, PRI and similar line build out designs. Must have experience with DS0, DS1 and DS3 facility based circuits.
- Experience with Session Directors or Session Border Controllers is a plus; particularly with the Acme Packet of products.
- Strong problem solving and troubleshooting skills required: Ability to quickly identify and analyze network quality and operational processes and then drive corrective / preventative action plans.
- Candidates MUST have soft-switch experience with the Lucent Compact Switch family (Plexus, Telica, LCS, 5010) in order to be qualified to cover this role.
- Working knowledge of VoIP signaling protocols like SIP (and RTP) is a MUST.
- Ability to run lucent switch translations and provisioning.
- Run call traps using q.931/SS7/SIP protocol to decipher root cause analysis.
- Access switch utilization reports to be proactive on switch growth within network. Generate reports required by management for traffic and service analysis.
- Working knowledge of voice communications, including local and long distance traffic flows for both switched and dedicated access
- Proficient in network switching (LCS 5010) and signaling fundamentals including SS7 signaling.
- PRI, BRI, and Voice grade services competency.
- In depth knowledge of all types of voice testing including in depth knowledge of PBX functionality and capabilities
- In depth knowledge of Data communication equipment and technology
- Ability and Experience to logically troubleshoot customer issues, like Faxing over VoIP (including T.38), LNP issues, trunk issues, etc a MUST.
- PSTN Routing experience, both local and long distance, 800 routing, 911 routing a MUST.
- PSTN CLASS 5 & CLASS 4 Switch features experience a MUST.
- LCS certifications are recommended, they will weigh heavily towards their decision.

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- Working knowledge of circuit based equipment/terminology (DACS, Mux's, OC, DS3 etc) a huge benefit. Any sort of ISP experience is a huge benefit.
- Meet very aggressive network availability and ticket handling objectives while providing hands-on leadership during network events.

**QUALIFICATIONS:**

- Five to Eight years of progressive, technically focused, customer support experience and troubleshooting in Voice, IP, ISP, carrier, telecom environments.
- Bachelor's degree in a technical field preferred, or equivalent experience, certifications, and training. Bachelor's Degree in Electrical Engineering, Telecommunications, and Computer Science/Engineering, Business or related area is preferred.
- Knowledge of technical support, client engineering, planning, and scheduling concepts with practical experience in implementing porting and integration programs.

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