



**Requirement for Broadsoft Support Engineer:**

**Job Location:** Chennai

**Experience:** 5 to 9 yrs. Exp

**Notice period:** Immediate or Expected to join within 2 months.

**Compensation:** Best in the Industry.

Interested associates can send their CV to [mrponnala@tekvizion.com](mailto:mrponnala@tekvizion.com)

Please review and let me know if I need to make any changes. Obviously, this needs to go into the our template and format. Let me know if you have any questions.

**Cisco BroadSoft Support Engineer:**

Senior Support Engineer responsible for deployment/integration/support services on the Cisco BroadWorks enviroments

**THE IDEAL CANDIDATE SHOULD**

- Have at least 5+ years of Cisco Broadworks platform supporting VoIP/Mobility services
- Be able deploy/install/integrate Cisco Broadsoft solution
- Have experience provisioning, configuring and providing Collaboration services via BroadWorks UMS, USS, and UVS platforms.
- Have a strong background in voice & networking protocols, design, and principles of data and packet-based networks
- Have strong experience working with SIP and various IETF standards
- Have extensive knowledge of Dial Plans, Call Features and Media Resources
- Have a deep understanding of working with access SBCs, network gateways, SIP trunking and PSTN interconnects
- Have strong exposure working with various vendors phones and other access devices including functional testing
- Have good exposure to device management
- Have strong communication skills, results oriented, and work with minimal direction.
- Have strong ability to replicate and diagnose problems and perform RCA
- Be experienced using troubleshooting tools like wireshark etc. to analyze traces and call flows
- Work independently while balancing the demands of both project-based and ad hoc tasks
- Ensure the Broadworks environments are operating optimally
- Have scripting knowledge and certifications is a big plus

**KEY RESPONSIBILITIES INCLUDE:**

- Assist in the ongoing design, implementation, and maintenance of our Cisco BroadWorks solution



- Perform system maintenance, including patch evaluations and recommendations, systems upgrade, development of MOPs and test plans, lab testing, and execution of patching/upgrades in concert with the Operations team
  - Work closely with development/quality teams to setup and create custom configurations
  - Customer support of platform related issues for problem and troubleshooting/diagnosis and resolution
  - Responsible for test planning and execution of VM Integration, VM configuration, and network validation testing
  - Experience with End to End call flows and BroadSoft platform troubleshooting techniques
  - Develop test scripts and plans; Perl and / or Shell scripting experience is a plus
  - Provide Lab environment test support
- Issue management and tracking (good project management and record keeping skills)
  - Testing and Customer support after hours may be needed