



Job Description: VoIP Support Engineer

Job Location: Hyderabad

Experience: 4 yrs.

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

Compensation: Best in the Industry.

VoIP Support Engineer Job Description

We at tekVizion are independent experts in Business Communications. We provide professional services, testing, integration and custom development services to service providers, vendors, and enterprise customers to help their businesses accelerate time to value, improve the quality and future proof their investments in their Business Communications networks.

tekVizion offers a range of services including interoperability testing, on-demand access to virtual lab environments, integration services and custom application development. Founded in 2002, tekVizion hosts the first interoperability lab of its kind. The company's extensive lab resources include over 250 network elements and a team of dedicated specialists, certifying over 400 applications per year.

If you are looking for a new challenge career and would like to work in an active environment with current technologies and you are a highly capable, and versatile person then tekVizion is the place for you.

GENERAL RESPONSIBILITIES

tekVizion is looking for an engineer to join our Engineering team to work with POC customers to design and create custom test plans. If you enjoy analysing applications from a capability, usability and serviceability perspective, this position will provide you with a challenging opportunity.

Duties and Responsibilities:

- Execute technical support activities including assessment of how company products meet customer needs and the preparation of product specifications for development & installation of customized applications/solutions.
- Communicate technical issues to both internal and external customers quickly in a fast paced customer critical environment.
- Be prompt and provide high quality service to align with customer goals and requests.
- Support application/product issues and collaborate with other teams within, to provide acceptable and timely workarounds / solutions.
- Deliver consistently high-quality customer service and maintain strong operational metrics such as minimal response time, quality solutions, maximum productivity, etc.,
- Notify all necessary individuals of ongoing issues and problem resolution; share all knowledge of problem resolution.

EXPERIENCE/SKILLS:

Required:

- Bachelors in Computer Science or equivalent
- At least 3 to 5 years of experience in maintaining and supporting applications developed for real-time communications
- Good understanding of VOIP devices and other tech products.
- Strong engineering and operational experience in service provider networks.
- Basic understanding of SIP, RTP and RTCP interworking.
- Good understanding of tshark and Wireshark
- Ability to work on multiple simultaneous projects.
- Experienced with Windows and Linux operating systems.
- Excellent customer facing communication skills.
- Understanding of IP and networking protocols.

Desired:

- Experience in Manual Testing of web applications (Functional, Integration, Acceptance testing)
- RPA and Selenium scripting a plus
- Hands on experience on administration IP phones

Behavioural Characteristics:

- Team player
- Customer focused
- Self-starter and proactive
- Problem solver with strong analytical skills
- Strong interpersonal skills required to function both in a team environment and to build relationships with our valued customers.