

## Job Description

### VoIP Consultant/Architect

#### **Company Description:**

GibFibreSpeed is a recently launched, dynamic and fast expanding Internet Service Provider based in Gibraltar. Our ISP project started in 2015, but our business roots were born in 1927. As a proudly Gibraltarian corporation, we strive to bring quality, reliability and service at unparalleled competitive rates both to the residential and business/enterprise community.

#### **Role Description:**

The specialist will have a technical background focused on, but not limited to, VoIP technologies in an ISP environment. The job purpose is to coordinate, design, implement and document all technical activities related to the VoIP infrastructure. The consultant will act as the owner for all VoIP related projects and will also interact with engineers from other technology domains.

#### **Responsibilities:**

- Act as technical leader for VoIP projects;
- Analyze the residential and business customer requirements and trends and define service offerings, pricing plans, and marketing strategies for VoIP solutions;
- Act as 2<sup>nd</sup> level support and escalation point for VoIP related incident and problems;
- Assist the support team in root cause analysis and troubleshooting issues related to VoIP infrastructure, in order to accurately isolate the cause and provide working solutions;
- Liaise with vendors where necessary in order to resolve vendor related issues;
- Manage on-going vendor related technical escalations through to completion;
- Define and optimize an integrated monitoring structure aimed to detect potential issues related to the VoIP systems;
- Maintain and develop technical skills/certifications as required to support new and existing technologies and customers offerings;
- Share knowledge of regular fault solutions within the support team in order to reduce rework in solving the same problem;
- Document technical proposals, designs and solutions into standardized templates (HLD, LLD, Implementation Plan etc.) and in the internal Knowledge Base system;
- Act as a leader for VoIP related activities;
- Define project timelines and activity list based on the customer requirements, solution evaluation and technical analysis;
- Providing technical coaching & mentoring other colleagues;
- Offer support and consulting services in projects related to other technologies (non-VoIP related).

## Required background and qualifications:

- At least 2 years experience working with VoIP solutions, preferably in a Service Provider environment;
- Experience in both the technical and business side of the VoIP service;
- VoIP related technical certifications (nice to have);
- Willingness and curiosity to get involved in projects related to other technologies and to learn and specialize in other technical areas, not related to VoIP;
- Soft skills:
  - Ability to communicate and collaborate efficiently
  - Methodological skills, strong problem solving abilities;
  - Excellent English oral and written communication skills;
  - Strong customer-facing and relationship-building skills;
  - Proactive attitude;
  - Ability to innovate and think out of the box;
  - High interest in continuous self-learning and development (new tools, technologies, methodologies);
  - Self-motivation to achieve consistently high quality results;
  - Openness to share knowledge and best practices with the team;
  - Ability to use simplicity in complex projects.
- Technical skills - mandatory:
  - Expert knowledge designing, implementing, optimizing, customizing and troubleshooting VoIP solutions built on top of the Asterisk platform;
  - Solid knowledge of general VoIP products and related technologies, including: softswitches, SIP trunking, CDR, voice gateways, SBC, database servers, billing solutions/CRM systems, calling cards, open-source and commercial solutions.
  - Solid knowledge of VoIP signaling and control protocols (SIP and others);
  - Experience working with different type of endpoints (analog phones, IP phones, soft phones and others.);
  - Experience in implementing an extensive set of Unified Communications features and functionalities, including, but not limited to: IVR, voicemail, voice/video conferencing, instant messaging, monitoring, security and border control;
  - General networking knowledge, including VoIP related QoS strategies;
  - Experience in using and integrating VoIP solutions with provisioning and billing/CRM systems;
  - Familiar with Service Provider VoIP offerings regulatory compliance;
  - Strong documentation creation skills;
  - Experience with network monitoring and ticketing tools.
- Technical skills – nice to have:
  - Experience with the A2Billing solution;
  - Hands-on experience designing and implementing a VoIP monitoring system;
  - Routing and switching technologies;
  - Familiarity with Service Provider network architectures;
  - Service Provider transport network types (fiber, GPON etc.);
  - IPTV technologies;
  - Server and virtualization (VMware) technologies;
  - SMTP, Radius, MySQL;
  - Scripting and development tools.

## **Benefits**

- Opportunity to work in a dynamic, professional and creative environment;
- Opportunity to learn and work with a variety of technologies;
- Trainings;
- Opportunity to develop a career in a stable environment;
- Motivating salary package.