

<b>Job Description</b>	
Job Title:	IP/Senior IP Engineer
Department/Team	Infrastructure and Communications
Reporting Structure	Reports to Practice Manager Infrastructure and Communications.
Purpose of Position	Architect, configure, install, diagnose and troubleshoot a wide range of Unified Communications and general Local Area Network related scenarios. Investigation and resolution of related issues.
Key Tasks	<ul style="list-style-type: none"> <li>⊗ Production of project documentation;</li> <li>⊗ Design and commissioning of Unified Communications infrastructures;</li> <li>⊗ Onsite installation and upgrades of networks following pre-produced plans. Working alone, or as part of a small team;</li> <li>⊗ Investigation and resolution of a variety of network related issues on customer sites;</li> <li>⊗ Investigation of network infrastructures, and production of reports providing recommendations about general network health and security;</li> <li>⊗ Maintaining vendor specific IT certifications as required;</li> <li>⊗ Excellent knowledge of Unified Communications infrastructure products from Microsoft, Cisco, and Avaya;</li> <li>⊗ Reviewing and critiquing documentation produced by others;</li> <li>⊗ Evaluating and testing products and processes;</li> <li>⊗ Act as a technical escalation point for Unified Communications related issues;</li> <li>⊗ Any other applicable duties;</li> </ul>
Skills and Experience	<ul style="list-style-type: none"> <li>⊗ A current CCVP is desirable;</li> <li>⊗ A current Microsoft Messaging qualification is desirable;</li> <li>⊗ Should hold a current CCNA/CCDA level qualification or be able to demonstrate a similar level of knowledge Cisco switches, routers and related technologies;</li> <li>⊗ Experience of IP Communications technologies, including PBX, Voicemail, Unified Messaging and PSTN Connectivity;</li> <li>⊗ Experience of Microsoft Exchange 2003/2007;</li> <li>⊗ Experience of Microsoft Office Communications Server;</li> <li>⊗ Experience of Avaya IP Office Products;</li> <li>⊗ Experience of Cisco LAN Infrastructure;</li> <li>⊗ Must hold a full, current driving licence;</li> </ul>
Working Environment	<ul style="list-style-type: none"> <li>⊗ Position is office based, however installations are generally on customer sites;</li> <li>⊗ Installations will require regular periods of several days to be spent on customer sites. Sites are generally within two hours normal travel time from our office but can be further;</li> <li>⊗ Working Hours are normally 0900 to 17:00 with 30 minutes for lunch however additional hours may be required, particularly during on-site installations;</li> </ul>
Package	<ul style="list-style-type: none"> <li>⊗ The position has the benefit of a company car or car allowance as well as a laptop computer and mobile phone for business use;</li> <li>⊗ 25 days annual holiday;</li> </ul>

Closing date for applicants 5<sup>th</sup> March 2010