

JOB DESCRIPTION

4201 Corporate Drive West Des Moines, IA 50266-5906

Phone - 800.469.4000 Fax - 515.830.0123

TITLE: VoIP System Administrator DEPARTMENT: Switch Control Center

REPORTS TO: Manager-Switch Control Center **LOCATION:** Merchants Building

STATUS: Non-Exempt EEO CLASS: Craft

SUMMARY:

The VoIP Administrator will be the lead person with regard to the company's VoIP systems. While primary support will be in the VoIP area, responsibility also includes assistance to member companies resolving switch problems and alarm clearing.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Test and troubleshoot company's VoIP systems.
- · Train other personnel on VoIP.
- Assist member companies to resolve switch problems and clear alarms.
- Maintain translations for various switches; routing, new NXX's, and trunking.
- · Work closely with Engineering department to provide quality service and understand facility assignments.
- Participate in sales calls as part of the overall sales team.
- Position will be part of an on-call rotation and associated on-call duties.

EDUCATION, TRAINING, AND EXPERIENCE:

Required

- · High School diploma or equivalent
- Two or four year degree in Systems Administration or related field
- . Minimum three years VoIP experience
- · Combination of equivalent required education and experience acceptable

Preferred

- . Basic knowledge of the telecommunications industry and terminology
- UNIX and Solaris Platform knowledge
- Strong working knowledge of VoIP networks and their functionality
- Extensive knowledge of Acme Session Border Controllers and routing

REQUIRED SKILLS:

- Excellent interpersonal skills to establish and maintain effective relationships with customers, employees, superiors and business contacts in a professional, timely and courteous manner.
- · Excellent written and oral communication skills
- · Ability to perform multiple tasks simultaneously, often changing assignments on short notice
- · Must be able to work independently with little or no direct supervision and contribute to a team environment
- Ability to make sound decisions using the information at hand

TOOLS, EQUIPMENT, AND SOFTWARE:

- Demonstrated knowledge of personal computer applications Microsoft Windows and Microsoft Office, including Microsoft Outlook
- Extensive experience using VoIP ATA's/Endpoints such as Sipura, Linksys and Grandstream
- Extensive experience architecting VoIP platforms
- SS7 experience a plus
- Extensive experience implementing VoIP products and platforms such as MetaSwitch

www.lowaNetworkServices.com



JOB DESCRIPTION

4201 Corporate Drive West Des Moines, IA 50266-5906

Phone - 800.469.4000 Fax - 515.830.0123

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

- · Primarily indoor work in an office environment requiring long periods of sitting
- Frequent utilization of manual dexterity and visualizing of a computer screen
- · Occasional bending, carrying, squatting, twisting and lifting up to 40 pounds independently
- Some travel possible