



Here we GROW again! UPN is currently looking for an experienced **Program Manager - Voice** located near the airport in **Lubbock, Texas**. The candidate will be responsible for all aspects of voice quoting, ordering and quality assurance. This includes providing the quote to sales, voice orders, voice account set-up, number porting and service provisioning.

**Specific responsibilities include:**

- Manage the voice provisioning tool from end to end.
- Develop and collaborate with internal departments on voice program operating procedures and standardization.
- Develop and deliver voice solutions using reference designs and customer requirements
- Coordinate third party service providers in conjunction with the Project Management team
- Support voice product development in conjunction with Engineering.
- Accurately prepare and provide voice quotes to Sales.
- Work with sales teams to propose voice solutions to customers.
- Collaborate with Engineering when necessary on Customer solutions.
- Transfer voice quotes to orders once services are contracted.
- Conduct Customer interviews after services are contracted to ensure the engineered solution meets their needs.
- Gather the necessary information to prepare, submit and manage all porting cases.
- Coordinate with Project Management to advise on order status, porting event scheduling and service provisioning.
- Provide support during cut over and porting events.
- Prepare reports for management as required.
- Other duties as assigned.

**Requirement for the position include:**

- Associate degree in Business or equivalent experience
- Demonstrated work experience in a telecom environment.
- Experience with telecom number porting.
- Experience with enterprise telephony platforms and concepts.
- Working knowledge of VoIP and SIP Trunking Services.
- Must have a demonstrated ability to communicate professionally and effectively with other employees, customers, and outside vendors.
- Requires flexibility to multi-task, handle regular interruptions and rearrange priorities with little notice.
- Must be detail oriented with excellent organizational and time management skills.
- Proficient with personal computers and working knowledge of MS applications.
- Ability to quickly learn internal systems and processes.
- A self-motivated approach to learning and mastering skills.
- Ability to take initiative.

Qualified candidates interested in this opportunity should submit their cover letter and resume.

UPN is an Equal Employment Opportunity/Affirmative Action Employer: M/F/D/V

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