



Here we GROW again! UPN is currently looking for an experienced **Voice Network Design Engineer** located near the airport in **Kansas City, MO**. This candidate must be an experienced Voice Network Engineer who will be a member of a central Engineering team responsible for designing, provisioning and supporting a multi-state service provider network.

Specific responsibilities include:

- Perform remote provisioning of customer voice services via the UPN voice network and demarcation equipment.
- Remotely assist Field Engineers with turning up new equipment for installs at customer locations.
- Assist market voice specialists in developing voice project designs for UPN voice customers.
- Assist in the creation and maintenance of network documentation for Voice infrastructure and customer networks.
- Perform and/or assist with maintenance of voice network equipment during scheduled maintenance windows.
- Provide Tier 3 support, including after-hours, and participate in an on-call rotation.
- Perform troubleshooting and provide root cause analysis of voice service-related issues.
- Work with 3rd party vendors to escalate and resolve voice service issues and manage ongoing support cases.
- Participate in the development of Voice Network design standards.
- Participate in the development and maintenance of equipment configuration standards.
- Work with customer's vendors and contractors to initiate services and diagnose issues.
- Other duties as assigned.

Requirement for the position include:

- Associate Degree in a related Technical Field or equivalent work experience.
- Minimum 5 years' experience as a Voice Network Engineer in Telecommunications with a focus on SIP based VoIP deployments.
- Advanced knowledge and troubleshooting skills of VoIP protocols such as SIP, and RTP
- Advanced knowledge of Integrated Access Devices (IAD), Session Boarder Controllers (SBC), Back-to-Back User Agents (B2BUA), Application Layer Gateways (ALG) and their interactions with VoIP Endpoints and Peers.
- Experience troubleshooting and configuration of legacy voice circuits such as TDM (T1/PRI/ISDN) and Analog (FXO/ FXS services).
- Comfortable with command-line management and configuration changes.
- Experience with Cisco IOS for interface configuration and diagnostics.
- Experience troubleshooting T.38 and G.711 Fax Transmissions.
- Experience with Unified Communication Platforms such as Microsoft Teams or Cisco Jabber or others.
- Experience configuring and maintaining Adtran 900e and Ribbon EdgeMarc Voice gateways.
- Experience configuring and maintaining Open-SIP voice endpoints such as Polycom, Yealink, or Others. Including remote provisioning and configuration file design/editing.
- Strong knowledge of enterprise voice systems including proprietary and IP based phones, PBX platforms, key-systems.

- Some experience with configuring enterprise PBX platforms (Mitel, Avaya, Nortel, ShoreTel, Panasonic, etc.).
- Strong knowledge of performing and analyzing packet captures specific to VoIP networks (Wireshark, Sipcapture).
- Good understanding of modern data networks and technologies used in a Service Provider environment (IPv4 routing, Metro Ethernet, IP/MPLS VPNs, etc....).
- Good understanding of network monitoring practices in support of a customer SLA and for internal capacity planning needs (SNMP, Syslog, RTCP, MOS).
- Good understanding of dynamic VoIP endpoint configuration (DHCP, xFTP, LLDP/CDP).

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

[CLICK HERE TO APPLY](#)