



Telecom Engineer

If you are looking for a new challenge and like a high-energy environment working with innovative technologies, then you'll love it at Vocantas.

Description:

Reporting to the Senior Application Architect, your main responsibilities will be to provide post-sales technical support for our clients using your hands-on, thorough understanding of the products, configurations and the best practices in programming voice applications in the Microsoft .NET environment. Good analytical and troubleshooting skills will allow you to identify, analyze and correct complex telecom hardware and software issues and develop technical procedures and documentation. However, in a small team environment, creative ideas will be seriously considered at all levels, including new product features, new development tools and techniques, new software architectures, etc.

At Vocantas, we value team-work and innovation!

Mandatory Technical Qualifications:

- Telephony (i.e.: PBXs, Telco, CTI cards) and PC knowledge. Dialogic card knowledge is preferred.
- In-depth knowledge of signaling protocols (i.e. VOIP, SIP, H.323, ISDN, T1 RB)
- Experience with low-level Telecom configuration and analysis and troubleshooting
- Experience working in a Windows, Visual Basic and Microsoft Visual Studio including .NET (C# and VB) environments

Necessary Skills & Experience:

- Computer Science, Math or Engineering degree, and/or relevant telecom experience
- Microsoft ASP.NET experience

Non-Technical Qualifications:

- Good written and verbal communications skills
- Self-starter with excellent problem-solving skills
- Good analytical and troubleshooting skills
- Ability to multi-task and work independently
- Ability to direct and assist in problem resolution

Skills Considered Assets:

- At least 2 years of technical support experience
- Knowledge of Microsoft Speech Server and Speech SDK
- Knowledge of hardware installation and configuration
- Programming in Visual Studio .NET
- Previous IVR (Interactive Voice Response) system development experience

Please send your resume in MS Word or pdf format to careers@vocantas.com with the position title in the subject line. No phone calls please.

All applications must include your anticipated salary expectations in the subject line to be considered.