Unified Communications Engineer – Subject Matter Expert (SME)
Job Description

This position will allow you to be a member of an elite team of engineers and play a key role in our Service Delivery Team.   The company environment is fast paced, fun and exciting. We are a growing company, with a stable book of business. If you are the type of person that likes a challenge, loves learning new technologies and working with a myriad of customers, we have the dream job for you!

We are looking for an experienced UC engineer who has the desire to grow their career through consulting. You will be exposed to many different accounts that create opportunity for personal and technical growth.

ESSENTIAL DUTIES AND RESPONSIBILITIES
- Must be capable of working independently, while at the same time demonstrating a collaborative work style. Must possess a high degree of accountability, and commitment to meeting customer and management expectations
- Deep understanding of Unified Communications and Video conferencing, including but not limited to: Cisco Unified Communications Manager, Unity Connection, IMP, UCCX, Expressways, Jabber Client, SIP, H.323, QoS and WebEx
- An understanding of network switching and routing as it relates to Unified Communications.
- Monitor effectiveness and efficiency of existing systems; assist with development and implementation strategies for improving the efficiency, reliability and performance of these systems
- Troubleshoot/Resolve escalations of Collaboration/Video issues; prioritize and respond to Service Desk tickets as appropriate
- Ability to act as a resource for Unified Communications/Video problem resolution , research issues or effectively escalating for timely resolution

EXPERIENCE REQUIRED
- CCNP – Collaboration required
- 3 years consulting background or experience working with multiple customers
- 5+ years hands-on experience with the following products is required: Cisco Unified Communications Manager, Unity Connection, IMP, UCCX and Cisco SX10, SX20, SX80, DX70, DX80 and Jabber Collaboration Endpoints

EXPERIENCE DESIRED
- 5+ years Cisco Unified Communications experience
- Cisco Routing & Switching experience
- Cisco Security technology experience

WHAT'S IN IT FOR YOU?
- Work with team of highly experienced engineers
- Competitive compensation, vacation and benefits
- Excellent corporate culture that is built around employee growth and skill development
- Opportunity to grow in different directions within the company while obtaining additional industry certifications

ABOUT US

We are a San Francisco Bay Area centric consulting company specializing in Unified Communications, Security, Routing/Switching, Wireless, and Data Center technologies. Our customers leverage our talent and expertise to support their staff. We are a fun group of engineers and our company culture is critical to our success.

If you would like to apply for this position, please email your resume to careers@lookingpoint.com and indicate the position you are interested in. We look forward to hearing from you!