JOB DESCRIPTION

Title:	Unified Communications Administrator
Business Unit:	Information Technology (IT)
Executive Leadership:	EVP & Corporate Counsel
Location:	Exton, PA Office (620 Pennsylvania Drive, Exton, PA 19341)
Classification:	Exempt (Salaried)
Position Summary:	World Travel, Inc. seeks a Unified Communications Administrator to support the Cisco omni channel (phone, email, SMS/chat) contact center environment. A successful candidate will have demonstrated proficiency and knowledge of troubleshooting on premise Cisco Collaboration Technologies, SIP trunking, and data communications platforms. Primary duties include configuration and administration of Cisco Unified Communications (UC) products including Unified Communications Manager (Call Manager), Unity, Contact Center eXpress (UCCX), and supporting client-side applications including IP Communicator, Jabber, Finesse, and reporting tools. Duties also include building and maintaining communication endpoint devices, routes, directory numbers, and users. A successful candidate will be proficient at designing, creating, and maintaining auto attendants, contact center scripts, queues, hunt groups, teams, and resources to support the day-to-day business operations. Finally, this person will perform Tier 2 maintenance and tasks on a daily basis in an automated ticketing system. This is an opportunity for a dynamic candidate interested in professional development.
Essential Duties and Responsibilities:	Tier 2 maintenance for UCCX system including break/fix and moves, adds, changes (MACs).
	Participate in the design and implementation of full life cycle Cisco Unified Communications products.
	Document communications technologies including maintaining inventories of phone numbers, scripts, and teams, and creating visual representations of call flows.
	Work with management to ensure PCI compliance across collaboration platforms.
	Monitor UC systems and network circuits to ensure optimal operating environment is maintained.

<u>Qualifications:</u>	Must have hands-on experience with Cisco Collaboration Technology (Call Manager, Cisco Unified Contact Center Express (UCCX), Unity and Jabber) experience with PCCE is a plus. Must have hands-on experience with Cisco devices, products, and services. An ability to work in high stress environment with changing demands/deadlines; ability to quickly re-prioritize tasks. Prior experience in mid to large size contact center environments a plus. Hands on experience with voice infrastructure including Cisco Call Manager, Cisco Contact Center Enterprise or eXpress, IP Communicator, and/or Microsoft Lync/Skype. Hands on experience maintaining and troubleshooting Cisco Unified Communications and IPCC/UCCX calls scripts. Must have an ability to think and act strategically and proactively.
<u>Required Education and Work Experience</u>:	B.S. in Computer Science, Information Technology, or related field. Cisco or equivalent certifications a plus. At least 3 years' experience with Cisco voice technology.
<u>Physical Requirements:</u>	Must be able to sit for long periods of time. Must be able to lift objects 25-30 pounds or less. Must be able to work odd/off-shift hours, including very late at night and/or weekends to meet company and project needs. Must be able to work more than 40 hours per work week.