

Telecommunication Specialist Voice

Sniper & Rook Solutions is a mid-level recruitment business working with select UK and other European companies to recruit the best people to work for our clients. We have recently undertaken a recruitment project for one of our clients based in Krakow who are looking for people to work within their team in Krakow.

Purpose of the Role:

- Manage and support current and future IP Telephony (IPT) deployments in Europe

The main duties would involve:

- Working on new IPT designs, standards and applications
- Administration of current deployments
- Supports network-based applications including telephony, voicemail, ACD, IVR and others.
- Administration of existing Interactive Voice Response like Periphonics and Interactive Intelligent
- Administration and support of Contact Centres of Interactive Intelligent and Cisco
- Support legacy systems like Seagull LegaSuite GUI (JWALK), I3, Lotus Notes workflow systems
- Travel to remote affiliates (30% of time) within Europe

What we expect:

- Good understanding of basic networking (TCP/IP, routing, switching)
- Good understand of IPT protocols: SIP, SCCP, H323
- 3-5 years experience in IPT, IPT applications and Call Contact Centres
- Experience in TCL scripting and in developing of IPT applications
- Experience in IVR programming Periphonics and Interactive Intelligent
- Experience with Cisco IPT solutions: Cisco Unified Communication manager 7.x, Cisco Unified Communication manager Express, Cisco Unity and Unity Express
- Experienced in VB, Java, Scripting languages (TCL and ASP), C++,
- Mandatory Cisco CCNP Voice, desirable Cisco CCIE Voice
- Focus on details
- Able to multi-task in a fast-paced environment
- Flexible, service oriented, well-motivated team player, able to work under pressure
- Strong communication skills
- Fluent English speaker
- Willingness to travel
- Flexible, service oriented, well-motivated team player, able to work under pressure

What we offer:

- Benefits and workplace in Krakow
- Working within an international team
- Support with relocation where necessary

Please apply today if you are interested. adfs