

Broadworks VoIP Platforms Operations Engineer

(50%) (#20121)

CONTRACT

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Description

For our telecommunication customer we are looking for a Broadworks VoIP Platforms Operations Engineer (50%) starting from 1st of January 2021. In this temporary position you will have the following responsibilities:

- Ensure daily business in the area of broadworks platforms
- Processing of incident tickets in the ITSM tool
- Localization and limitation of incidents
- Control and monitoring of system utilization (incl. Tuning- und Performance measures)
- Processing on 3rd-Level incidents
- Continous enhancement of content and experiences in Wikis
- Planning and coordination of orders as well as Engineer on Duty
- Execution of complex test cases after patching on test platforms with UPSE test tool
- The responsibilities are partly recurring, sporadically changing within multiple task areas and/or customer groups

Requirements

You have the following skills and experience:

- many years of experience in operation of VoIP Platforms, in particular in Broadworks environments and their servers like AS, NS, MS, XSP, PS, WRS, NFM, UMS, USS, UVS as well as the clients UC-One Connect (former BTBC) and receptionist
- very good skills in OCOM monitoring
- good skills in ITSM, Orion, Icinga2, OpsGenie
- very good english language skills (german is a plus)
- a plus would be certification like "BroadWorks Certified Network Engineer", "Broadsoft Plattform Administrator Program BCPA", "Broadsoft Principles of Troubleshooting PoT" or similiar

Location

Zurich

Start date

01.01.2021

Workload

50%

Project duration

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12 months

Contact person

Interested? Mr Philipp Utz ([+41 44 810 20 93](tel:+41448102093)) looks forward to receiving your application. Apply now: <https://www.prostaff.ch/en/application?id=20121>

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