

Voice Operations Technician

Position:	Voice Operations Technician	Type:	Full Time
Hiring Mgr:	Manager Voice & Video Operations	Onsite Status:	Onsite
Location:	Kingston, NY, Germantown, NY, or Warwick, NY	Date Added:	Feb 7, 2024

Position Summary

The Voice Operations Technician is part of Archtop Fiber's Network Operations group and will support our Class 4/5 switch platforms, TDM voice connections, as well as SIP based ATA's, trunks, and carriers. This position will work closely with the Manager Voice Operations and others to establish and maintain Archtop's Voice Network. The Voice Operations Technician is responsible for installing, operating, and troubleshooting, testing, and maintenance of existing and emerging voice technologies for revenue generating products.

What you'll do:

- Research, analyze, and resolve complex transport, data, network, and hardware problems related to traditional TDM or VoIP services.
- Monitor, manage, and maintain Class 5 softswitch platforms, Session Boarder Controllers, and Trunking Gateways, as well as connections to SIP-based and TDM-based carriers and trunks.
- Collaborate with Network Operations and Network Engineering in the design and deployment of FTTx SIP-based residential and enterprise voice services.
- Troubleshoot LAN and WAN hardware systems related to customer voice issues.
- Analyze existing VOIP network deployments and systems, make recommendations for upgrading as needed.
- Provide technical guidance to others in the Network Operations group.
- Work with vendor partners to ensure engineering requirements are aligned with product/technology roadmaps.
- Generation and maintenance of voice switching and SIP ATA documentation.
- Secure and harden voice networks, connections, and test for vulnerabilities before deployment of new networks.
- Work with carriers or SIP partners on escalated voice issues.
- Be a continuous subject matter expert. Expected to be a go-to resource.
- Provide assistance as needed to other teams for implementation, troubleshooting, and repair of voice connections and customer sip deployments (residential and enterprise).
- Participate in equipment/materials vendor selection and maintain strong relationships with Archtop's vendors.

What you'll bring:

- 5 + years as a Network Technician or Voice Operations Technician in a service provider environment or large enterprise environment. Associate degree in a technical field from an accredited college or university is preferred. Experience in network operations is a plus.
- Experience troubleshooting telecommunications equipment.
- Knowledge of Wireshark or other Packet Capture tools and the ability to use those when capturing and analyzing SIP-based traffic or call data.

- Must be able to demonstrate and apply knowledge and understanding of IP networks to implement VoIP network designs and augments.
- In-depth knowledge of Telephony, SS7 links, SIP Signaling, VoIP systems, and related IP Protocols and standards. This includes but is not limited to SIP trunks, soft switch feature servers, trunk gateways, and session border controllers.
- Experience deploying SIP-based ATA's and gateways.
- Knowledge and experience with GPON/XGS-PON and passive optical network topologies.
- The ability to work independently under minimal supervision – must be driven and be able to define work tasks based upon project goal and corporate objectives.
- Experience and understanding of FTTH technologies and related ATA offerings.
- Applicants must be a US citizen.
- Maintain a valid state driver's license and safe driving record.

What we offer (acquisition specific):

- Competitive salary – range for this opportunity is \$60k to \$80k
- Heavily subsidized medical, dental, and vision
- Holidays, PTO, and Flexible work schedules
- 401(k) w/ generous match
- Employee Assistance Program (EAP)
- Life insurance, short- & long-term disability insurance
- Employee Referral Program
- Employee discount programs

Archtop Fiber is proud to be an Equal Opportunity Employer. We celebrate diversity and are committed to creating a welcoming and inclusive environment for all.

Please apply directly Careers@Archtopfiber.com