

## Avaya Voice L2 Support

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Company: Tanisha Systems

Location: Roseburg, Oregon

Category: other-general

### Job Description

3-5+ years of experience in Voice Technologies, especially in Avaya Voice .

Basic understanding of Avaya CM & Aura Messaging 6.x & 7.x.

Hands-on experience on Avaya CPOD solution.

Good understanding on Avaya Legacy systems. Non-Voip Telephony solutions.

Good understanding of Avaya H.323 and SIP endpoint Registration and Troubleshooting.

Must be able to add stations, Trunk groups, Route pattern and ARS/AAR table.

Good understanding of AAM Voicemail services & user provisioning.

Good understanding of VoIP, H.323 and SIP services.

Good understanding of integration of 3rd party apps such as CDR, RightFax, Directory Services, Paging Services, Wallboards

Must be able to diagnose call failures on VoIP and POTS and assist L3 on the analysis

Should be able to jump on P1 bridges and drive the technical troubleshooting bridge.

Expert level experience in handling Avaya IP telephony Network Infrastructure.

Good understanding of ACD call flows and Vectoring knowledge with wallboard integrations.

Good understanding of Avaya CMS Architecture and integration with Avaya CM

Good understanding on Agents provisioning on Avaya CMS and fetching CMS reports

Independently resolve tickets within SLA, coordinate with Telco for Circuit issues and DIDs

Monitor Voice network via Monitoring tools like Solar wind, Nectar, Prognosis etc

Experience in providing logs to Avaya support team and resolve critical issues in timely manner

Experience in PSTN trunking, SIP trunking with Avaya and other IP PBX ( Onnet/Offnet ) calls

Provide assistance to WebEx conferencing solution

Hands on experience User Facing Features support and daily operation health check and monitoring

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