

Avaya Voice Support (L2)

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Company: Danta Technologies

Location: Roseburg, Oregon

Category: other-general

Seeking for an Avaya Voice L2 Support in Roseburg OR (Onsite)

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

Notes:- All qualified applicants will receive consideration for employment without regard to race, color, religion, religious creed, sex, national origin, ancestry, age, physical or mental disability, medical condition, genetic information, military and veteran status, marital status, pregnancy, gender, gender expression, gender identity, sexual orientation, or any other characteristic protected by local law, regulation, or ordinance.

Benefits: Danta offers a compensation package to all W2 employees that are competitive in the industry. It consists of competitive pay, the option to elect healthcare insurance (Dental, Medical, Vision), Major holidays and Paid sick leave as per state law.

The rate/ Salary range is dependent on numerous factors including Qualification, Experience and Location.

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