Ancero helps businesses stay connected as their full-service, communications partner. Our award-winning Managed IT & Managed Communications provide small-to-medium-sized businesses technology solutions to drive growth, agility and productivity. Founded in 1999, Ancero translates decades of industry experience into innovative solutions that ensure operational excellence for businesses throughout the Northeast. As a family owned and operated business, Ancero takes pride in providing superior quality of service while exceeding customer expectations.

Position Title: VoIP Network Engineer

Position Summary

Ancero is seeking an experienced VoIP Network Engineer to join the engineering team. The VoIP Network Engineer should be a subject matter expert for VoIP design, Voice & Data Networking and Telecommunications solutions. The VoIP Network Engineer will be involved in the research, design, implementation and ongoing support of IT communications infrastructure.

Responsibilities

- Conduct discovery activities to understand customer business needs and design requirements.
- Identify customer technology goals and align solutions to customer business requirements.
- Consult with the sales organization and collaborate on multi-site communication solutions.
- Install and troubleshoot voice and data related paging and faxing solutions.
- Install and configure switching, routing, firewall and wireless solutions.
- Troubleshoot call quality issues using packet capture tools and analysis.
- Configure IP numbering schemes and sub-netting.
- Participation in an on-call, off-hour support rotation.
- Day to day troubleshooting of Hosted PBX phone systems, LAN and WAN configurations.
- Lead project teams to support network and communications implementations.
- Review, understand and provide technical briefings of vendor manuals and documents.
- Perform software / firmware upgrades for network and telephony equipment.
- Provide trainings, online or in-person, for our customers.
- Become an expert on Ancero's Managed Communications products and services.
- Assist with project management of new technology rollouts and upgrades.
- Stay informed about new services, technologies and other information.
- Maintain existing vendor certifications and continue to grow technical skill set.
- Develop technical diagrams and documentation for Managed Communications solutions.

Position Qualifications

- Minimum 3-5 years of hands-on experience working with data networking, VoIP technologies and carrier services solutions, including design and implementation support.
- Working knowledge of IP routing, switching, firewall and wireless technologies.
- Working knowledge of Internet, MPLS and VPN architecture.
- Working knowledge of Voice and VoIP technologies and products, including paging and faxing systems.

- Working knowledge of customer premises communication (data, video, voice) equipment from major vendors.
- Experience with Layer 2 & 3 networking technologies and QoS best practices.
- Experience with data networking and security (firewalls, IPS/IDS, ACLs).
- Experience with hardware and software products from Edgewater Networks & Polycom is a plus.
- Good time management skills with an ability to multi-task in a fast moving environment.
- A self-starter who is able to work independently and within a team, good teamwork skills.
- Good verbal and writing skills are required.
- A person who is detail oriented and well organized.
- Professional level technical certifications focused on networking and VoIP technologies.
- Regional travel required around regular and extended business hours.

Consider joining a growing organization with a solid reputation as a leader in the managed services and communications industry. Ancero offers a rich benefits package, competitive wages, and opportunity for career growth all within a fun, energetic and fast paced environment. Our state of the art network operations facility offers all the latest technology needs for your productivity. Qualified applicants should submit your resume to hr@ancero.com.