

BrantTel Networks Job Posting



BrantTel Networks is currently hiring a Field Services Engineer

Opportunity

This is an opportunity for a dedicated and technical professional to continue a rewarding career in the Services department at BrantTel Networks.

About BrantTel Networks

A leading provider of Communications platforms and collaboration technologies, BrantTel Networks is thrilled to have celebrated 35 years in business in 2017. BrantTel has the technical prowess to sell, implement and support a wide range of voice and customer experience solutions. We are experts in IP Telephony, Network Implementation and Management, Contact Centre and Unified Communications. Choose a company that is both cutting edge and established, choose a proven business practice, and choose a partner that is tops in their field. www.branttel.com.

Position:

We are seeking an experienced Field Services Technician who will be responsible for on-site service and support of industry leading Unified Communications and Contact Centre technologies, and all associated adjuncts and peripherals. The successful candidate will be ambitious, possess a strong aptitude and be capable of working independently.

Experience

3+ years experience in telecommunications/networking

Telephony Experience

- Testing, Troubleshooting and connecting PSTN/Carrier Services (eg, Loop Start, Ground Start and PRI)
- Staging, Configuration and installation of PBX, VoiceMail and associated adjuncts and applications
- Hardware troubleshooting and replacement
- Moves, Adds and Changes (MACs)
- Paging and Music on Hold Troubleshooting, Connection and Configuration
- Troubleshooting wiring
- Structured Cabling
- Certifications and/or Experience with Avaya IP Office, Avaya Aura, Nortel (Norstar, BCM, CS1000), or Mitel (MiVoice Business, MiCollab, MiBorder Gateway) would be an asset

General understanding of LAN /WAN Communications

- Understanding of Network Switching/routing
- Ability to configure port mirroring, VLANs at the port level
- Understanding of QoS
- Understanding of VPN
- Understanding of MPLS Basics
- VMWare Experience would be an asset

VoIP

- Understanding of H.323 & SIP Protocols
- H.323 and SIP Troubleshooting experience
- H.232 and SIP Phone Set registration
- Configuring and Analyzing Wireshark traces
- Configure/Deploy VPN Phones

Soft Skills

People focused, Strong communicator. Customer first approach, Ambitious, aptitude to learn, team player.

Conditions of work

Typical office conditions, some travel required. Valid drivers' license required.

Compensation & Benefits

Complete training and advancement opportunities.

Flexible hours with Overtime pay when required.

Extended Medical & Dental benefits commencing after 3 months

10 days of vacation entitlement