

**TITLE:** System Integrator/Deployment Engineer  
**DEPARTMENT:** Planning, Design, Implementation (PDI) Helpdesk Team

## **POSITION RESPONSIBILITIES**

A PDI-SI/Deployment Engineer develops and reviews PDI Helpdesk best practice processes in support of partner enablement. Installs and configures enterprise and OEM turnkey CTI applications, based on user completed configuration and assessment evaluation forms. Provides remote or onsite Go Live support to international partners and/or customers for enterprise and OEM turnkey CTI applications. Provides remote or onsite mentoring of partners or end users for system management of enterprise and OEM turnkey CTI applications. Validates hardware platforms and solution software deployed at customer sites for new and existing installations. Documents field-discovered software defects for Continuing Engineering development team. Reviews product end-user documentation for technical accuracy.

## **QUALIFICATIONS**

- Self-directed and able to work independently required
- Microsoft OS server class hardware configuration
- Integration of new server hardware into existing network infrastructure
- Knowledge of Microsoft Active Directory configuration to facilitate user authentication to third party software
- TCP/IP protocols to resolve network connectivity issues
- IP Telephony troubleshooting
- Programming concepts
- MS-SQL installation and configuration
- Excellent customer interaction skills
- Excellent verbal/written communication
- Excellent problem solving and analytical skills

## **EXPERIENCE**

- 1-2 yrs Network Administration experience
- Experience with Telecommunications technology a plus
- 1+ years experience in IP Telephony preferred
- Customer facing/presentation skills
- Documentation skills – able to deliver low level design documentation

- Strong research and consultative skills
- Problem solving, diagnostic and analytical skills

## EDUCATION

- 2 year technical degree in related technology
- 4 year degree preferred
- W2K MCSE preferred
- CCNA/CCNP a plus
- Travel 0-25%

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