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SYSTEM INTEGRATOR/DEPLOYMENT ENGINEER

POSITION SUMMARY

A SI/Deployment Engineer is an expert at developing and troubleshooting PDI Help Desk 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. A SI/Deployment Engineer will be able to be given minimal direction and work independently, providing updates to their Director/Manager on a timely basis. A PDI SI/Deployment Engineer may need to determine if they need to be remote or travel 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 Software Engineering teams. Reviews product end-user documentation for technical accuracy.

CORE EXPECTATIONS

- ∞ Self-directed and must be able to work independently
- ∞ Lead and sometimes will need to direct other peers with customers/partners
- ∞ Lead and/or assist peers in creating best practices with processes in supporting customer/partner
- ∞ 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
- ∞ Travel 0-30%
- ∞ Other core expectations will be defined by your direct supervisor/manager

CORE COMPETENCIES

- ∞ Excellent troubleshooting, diagnostic and analytical skills for problem solving
- ∞ Excellent verbal, written and interpersonal communication skills to interact with team members, senior support personnel, high level personnel and customers
- ∞ Work independently and as part of a team
- ∞ Lead team meetings if necessary
- ∞ Customer facing/presentation skills
- ∞ Documentation skills – able to deliver low level design documentation
- ∞ Strong research and consultative skills



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- ∞ Project Management skills
- ∞ Other core competencies will be defined by your direct supervisor/manager

WORKING RELATIONSHIPS

- ∞ Report to a manager or higher level personnel
- ∞ Ability to work closely with peer engineers, group leaders and other employees and departments in the company
- ∞ Direct work with customer and partners in a leadership role
- ∞ Provides leadership within company on small projects and tasks

EDUCATION/EXPERIENCE

- ∞ 4 year technical degree in related technology
- ∞ 4 year degree preferred
- ∞ 5-7 yrs Network Administration experience
- ∞ Experience with Telecommunications technology a plus
- ∞ 3-5 years experience in IP Telephony preferred
- ∞ W2K MCSE preferred
- ∞ CCNA/CCNP a plus

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture. To learn more about our company please visit: www.calabrio.com.

To apply to this career opportunity follow this link:
<https://home.eease.adp.com/recruit/?id=1134061>

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