MS TEAMS WITH VOICE EXPERT – INIDA REMOTE

Blupace is a world-class IT development company that strives to improve its processes constantly. The company has been in business since 2008 and employs over 160+ people in more than 4 countries. Blupace provides innovative software solutions for businesses of all sizes, with a focus on Web & Mob Applications, e-commerce websites, data & Analytics, Field services and more. We are passionate about developing innovative technology solutions that make a difference. We have the expertise and experience to provide custom-tailored solutions for your business, whatever your field may be. Our team is dedicated to providing you with the best possible service, and we are always looking for new ways to improve our products and services.

Skills: MS Teams with Enterprise Voice Expert
Job Location: You will be working for three shift zones

1. UK time zone - In India it starts from 1pm to 9pm
2. US time zone - In India it starts from 10pm to 6am
3. Indian time zone - 5am to 3pm

Company: Blupace Ltd

Responsibilities

- MS Teams expert who can conduct as Is studies of existing requirements, design future state solutions and help to transform the UCC solution around MS Teams and Skype environment
- Implementation and support experience specifically in the area of O365, MS Teams, Skype for Business 2015, Enterprise Voice, Conferencing solution & ability to interact with the client to understand business requirement which will be both functional and technical
- Desire to be hands-on and in the field of designing and implementing the MS Teams/Skype Solution.

Primary Responsibilities

- Responsible for migrating user base from Skype Online/OnPrem to MS Teams
- 8 to 10 years' experience on Skype, Microsoft Teams with Enterprise Voice is must
- Experience on AudioCodes/Sonus Gateways/Downstream SBCs
- Upgrading, installing, configuring, designing, and migrating Voice from PBX to MS-Teams
- Experience and Knowledge on MS Teams Direct routing for Enterprise Voice and SIP Trunk Integrations.
- Knowledge on Bandwidth planning, optimal conferencing traffic, capacity, QOS.
- Experience in Skype with Enterprise Voice, Mediation server placement, gateways, trunks, voice resiliency, mediation server dependencies
- Design voice interoperability to PSTN, QoS implementation for conference and other applications and integration with 3rd party telephony environment.
- Knowledge on Enterprise Voice feature Call Admission Control, Call Park, Media Bypass, and Auto attendant etc.
- Experience of configuring and troubleshooting Dial Plans, Normalization Rules, routes, PSTN Usage, and Voice Policy
- Understanding of response groups, Call queue, Auto Attendant, Dial by Extension, workflows, call routing methods.
- Good knowledge on Active Directory & Domain Services, Certificate Authority
- Knowledge on Windows, PowerShell and PowerShell Scripting

- Knowledge on ITIL and Safe Agile framework like SLA management with detailed understanding on classification of (P1, P2, P3, P4) Incidents(tickets), Change management.

Requirements

- Support for Videoconferencing platform and experience including operation, call set-up and equipment troubleshooting (Cisco, Polycom, Microsoft Skype, MS-Teams Live etc.)
- Solid administration and analytical skills focused on Office 365 and MS Teams
- Understanding of Interop of Cisco Webex endpoints (OnPrem/Cloud Registrations)
- Knowledge of Microsoft Teams Endpoints and Physical Phone OEMs (AudioCodes/Yealink)

Additional Desired Technology Experience

- Webcasting and Live Event Support (less than1k user)
- MS Teams – Live Events, MS Stream
- Video on Demand, eCDN, Conferencing Solutions
- Room Peripheral Integration i.e. Biamp's, Speakers, Mixer, Controllers etc.

Professional Skill Requirement

- Ability to work in large teams and manage project milestones
- Excellent communications, presentation, and Problem-solving skills
- Ability to develop requirements based on client inputs
- Ability to work effectively in a remote, virtual, global environment.