

Job Title: MS Teams with Enterprise Voice Expert

Work Location – India

Mode – Remote

(You will be working Rota 24/7 three shift Timings. (UK, US and Normal Timings) (UK time is from 1 pm to 9 PM IST, US Shift is from 10pm to 6am IST and normal timings are from 5am – 2pm IST) (Rota shift – 1 month duration)

Employment Type – 1 Yr Contract

Experience: 8+ years

Job Description

- 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 than 1k 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

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

If you are interested for above position kindly share your resume at hr@blupace.co.uk