

Senior Systems Engineer – Collaboration

Position available: Collaboration Senior Systems Engineer	
Date required: ASAP	Practice Area: Unified Collaboration
Office location: N/A	Reports to: Michael Molla
Salary requirements: Based on Experience and Certifications	

Role definition

The Collaboration Senior Systems Engineer position will act as a Subject Matter Expert (SME) for various technologies represented by the Collaboration Team. The candidate should be well versed with all aspects of the Collaboration portfolio but should have expert level skills in more than just one discipline. As a Cisco Gold/Masters Collaboration partner, SyCom designs and implements both on-premises and cloud collaboration solutions.

Responsibilities

The Collaboration Senior Systems Engineer should be well versed in the below technologies:

- Cloud Services
 - Cisco Webex Meetings and Events
 - Cisco Webex Calling and Teams
 - Cisco Webex hardware options including Room Kits, Webex Boards, and devices
 - Cisco Webex Calling install, upgrade, and migration procedures
 - Cisco Webex ordering options, with experience in CCW Flex guidelines
- Legacy Services
 - On Premises – CUCM, UCXN, IMP, UCCX and Expressways
 - Cisco Emergency Responder and SingleWire InformaCast solutions
 - Cisco CUBE and SIP design, installation, and troubleshooting
 - WAN, Disaster Recovery, and multi-site UC architecture as Best Practice
 - Deployment of Cisco voice gateways and SIP trunks
- Other Areas of Expertise
 - Microsoft Teams
 - LAN and WAN routing and switching deployments for voice and video
 - Use of Cisco troubleshooting tools and support services
 - Pre-Sales consulting for Cisco UC opportunities
 - Ability to work with Project Management teams to support and attain billable requirements
 - Work with multiple vendors including voice carriers, third-party applications and plug-ins
 - Solid understanding of Microsoft AD, DNS, DHCP and domain services
 - Solid understanding of Certificate Authorities and Internet DNS services

Desired Skills

- Technical expert in multiple responsibilities listed above
- General experience in all areas listed above
- Ability to perform all parts of the presales process
- Ability to give technical presentations
- Ability to obtain personal and company certifications required to meet Cisco competency requirements
- Strong critical thinking and innovative skills for Business Development
- Possess a high level of attention to detail
- Documentation skills are mandatory
- Exceptional verbal, written and phone skills
- Excellent Customer Service skills
- Ability to travel when necessary
- Strong interpersonal skills and ability to work with strong personalities
- Ability to work in fast paced dynamic environments and ability to negotiate conflict-oriented situations
- Experience in the consulting industry is preferred
- Ability to effectively communicate with all levels of the organization including C-level executives