**Hi Partner,**

**Please share your consultant resume at** [chintan.soni@amigainformatics.com](mailto:chintan.soni@amigainformatics.com)

**Role:** Cisco Data Centre Engineer (Support & Implementation)

**Location:** Princeton, NJ

**Duration:** 6+ Months

**Client**: Geico

Job Description:

The Network Engineer is responsible for overall network operation, administration & management of customer network.  
Responsible for performing advanced Support and routine, complex troubleshooting activities, working independently under minimal supervision.  
Resolve customer requests, issues in line with customer agreements with agreed schedule to required quality standards  
Ensure quality standards and customer satisfaction levels exceed targets  
Technical Skills Required: Key Tasks & Activities  
• Manage delivery Problem Management team of L2 Engineers.  
• Determines work procedures, prepares work schedules, and expedites workflow: Studies and standardizes procedures to improve efficiency and effectiveness of Cisco Voice network operations.  
• Hands on Experience with Cisco routing & switching, Cisco voice Devices & Products viz. Cisco Unified Call Manager, Cisco Unified Call Manager Express, Cisco Unity, Cisco IPCC Express, Cisco Voice Gateway, Cisco IPT and Nice Logger.  
• PBXs like Nortel / Avaya.  
• Studies and standardizes procedures to improve efficiency and effectiveness of ACD Call Center Voice (Genesys, Rockwell/Spectrum/ Nuance) operations.  
• Have clear understanding of Cisco Voice network deployment models and should understand functioning of voice network devices.  
• Knowledge and use of VOIP and Performance Management Tools and integration experience with other Tools  
• Have worked on Cisco Unified communication products like Cisco Unified Communication Manager, IPCC Express, Cisco Unity Voicemail, and Cisco Call Manager express.  
• Good implementation/troubleshooting experience on Cisco IPT & IPCC Express  
• Have clear understanding on VOIP protocols like SIP, H.323 and MGCP. Should be aware of ITIL process.  
• Have clear understanding on Telecom infrastructure protocols like ISDN and analog signaling.  
• Maintain and update voice network diagrams and vendor information for voice network devices.  
• Work & Coordinate with Third Party Providers to assist in Problem resolution of telecommunication Problems & OEMs for incident resolution.  
• Performs advanced remote/on site troubleshooting activities encompassing system design issues, upgrade plans, creation of technical product documentation, up gradation & site coordination.  
• Initiates network improvement recommendations based upon experiences in field  
• Provide onsite operations and admin consultancy during system administration & maintenance  
• Performs Root Cause Analysis  
• Track and update key performance metrics  
• Manages and overseas shift handover process  
• Act as a point of contact for all service delivery issues/ pending work/ escalations  
• Project Management  
• Provide team support and process improvements through individual contributions  
• Maintain and Update Knowledge Base and documentation  
• Initiate and implement processes improvements.   
• Perform change management in accordance with change management procedures   
• Perform capacity and performance and report whenever exception is reported and takes remedial action  
• Handles escalations  
• Participate in routine operational meetings  
• Ability to work with 3rd party vendors, OEMs and Product suppliers.  
• Knowledge on Contracts and SLAs  
• Excellent communication and conversation skills (Verbal and Written), Strong analytical and problem solving skills.