JOIN OUR TEAM!

VOICE & DATA NETWORK SUPPORT ANALYST– Brandon, MB

WESTMAN COMMUNICATIONS GROUP is seeking applications from energetic, highly motivated individuals to become part of our team. Westman is a successful, fast-paced and dynamic organization, with a positive, team-oriented work environment. We offer competitive compensation including a comprehensive and unique benefits package. Leverage your knowledge with a local technology leader.

The incumbent in this role is expected to have an advanced level of knowledge for voice and data networks with a strong desire to learn new technologies and be able to respond to trouble tickets/ticket escalations as well as participating in time averaging and being part of an on-call rotation.

Key Responsibilities

- Working with the Subject Matter Expert (SME), maintain the voice and data network with proactive monitoring and development as per the network evolution plan
- Provide infrastructure support to the voice, data, and internet service products
- Provide technical support to ensure high service availability, security, and reliable operation that is transparent to the end customer
- Resolve all trouble reports from monitoring systems in accordance with the operations service level objectives; escalate all network service issues to management/vendors appropriately
- Conduct technical research, product evaluation, assist in vendor evaluations, recommend product purchases, and conduct in-house training
- Continually learn and be able to configure and troubleshoot voice service systems, internet & data services, video services, radio station services, AC/DC power systems, and standby power systems
- Identify and recommend changes to improve performance, security, and reliability
- Plan and coordinate all changes to systems and service according to established change management procedures

Experience/Education/Training

- 2 years of experience in a network services field including hands-on voice and data network experience
- Equivalent to completion of a bachelor's degree from an accredited college or university with major coursework in computer science, information systems or a closely related field. Possession of one or more approved information technology certificates and/or completion of other approved technology-related training may substitute for some or all the required education
- Minimum of one of the following designations: Metaswitch Certified Technician, Cisco CCNA/CCNP and/or dCAP (Digium Certified Asterisk Professional)
- Experience with website development, HTML, and SQL an asset

Knowledge/Skills/Abilities
- Strong oral and written communication skills and interpersonal skills; good diagnostic, problem solving and analytical skills
- Able to hold and maintain a valid driver's license and be bondable
- Willing and able to be available for emergency services as required
- Knowledge of the following:
    - High level soft switch architecture
    - Subscriber line, gateway and business group configuration
    - Links connecting to upstream providers (TDM and SIP)
    - Translations (call routing, number validation, local calling areas)
    - Voice record management (E911, BLIF, port requests)
    - Configuration and operation of Asterisk based phone systems
    - Backhaul optical transport network elements (ROADMs, Optical switches, Multiplexers etc.)
    - Technical fundamentals of internet and IP protocols (IP, TCP/UDP, DNS)
    - Routing, switching, voice media gateways, SIP/TDM trunking etc.
    - Scripting language (PHP, Perl, Python etc.)
    - RF fundamentals as it applies to cable networks
    - Radio station software including: Wide Orbit, Visual Traffic, Burli, Center Stage, Path Finder, Zephyr, and Icecast
    - MS Windows and general desktop support issues
    - Windows Server and general server support issues
    - Linux and general Linux support issues

As an equal-opportunity employer, we encourage applications from all qualified individuals. While we thank each applicant for their interest, only selected candidates will be contacted.

DEADLINE FOR APPLICATIONS: NOON on Monday, August 31st, 2020.

When applying for this position, please reference the position title in the subject line and/or body of the email.

Please submit your cover letter and resume to:

Krista Derksen   E-mail: hr@westmancom.com

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