

Second/Third Line Support (Ottawa)

About NCI:

Natural Convergence Inc. (NCI) provides web enabled IP Voice solutions to telecommunications service providers that are targeting small business markets. Natural Convergence was founded in April 2001 with corporate headquarters in Ottawa, Ontario, Canada.

Position Mandate:

In a direct interface to Second Line Support groups of large telecommunication service providers, act as technical prime in the monitoring, investigation and resolution of service provider reported problems in IP Telephony systems.

Responsibilities:

- Gathering of detailed information via phone or email regarding customer troubles.
- Internal follow-up with 3LS to solve identified software defects
- External follow-up with telecom service providers to provide status updates and problem closure
- Tracking problem statistics and generating weekly reports
- Improving overall system quality, robustness and documentation

Requirements:

- O/S: Working knowledge of UNIX or Linux
- Minimum of 1-2 years experience in a customer support role with proven technical skills in resolving voice and data network problems
- Proven ability to follow up and bring problems to closure
- Ability to work with telecom service providers with minimal guidance and supervision
- Exceptional inter-personal and communications skills (written and spoken)
- IP networks: IP addressing and subnetting, DHCP, NAT, DNS

Knowledge in these additional areas would be an asset:

- Experience working with Sun Microsystems servers
- LAN technologies: Knowledge of Routers, Firewalls, LAN Switches
- Understanding of network management via SNMP (Adventnet)
- Protocols: Mininet, SIP, TCP/IP, UDP, RTP, TFTP
- P/PSTN gateways: Audiocodes or other media gateways or softswitch
- PBX/Keyset administration and understanding of their features
- Transmission technologies: T1, PRI, ATM, DSL
- Knowledge of network monitoring and protocol analysis tools

Background:

- The ideal candidate would have experience supporting Voice Over IP products
- The next best would be a background as a Network Administrator with experience setting up and supporting IP networks including routers, switches and firewalls.

Natural Convergence offers a competitive salary and sales incentive program, excellent benefit package, including Stock Options.

If you would like to apply for this position please direct your resume to hr@naturalconvergence.com