

Job Title: IP Telephony Engineer

FLSA Status: Exempt

Department: Network Services

Grade: 10

Accountable To: Unified Communication & Collaboration Supervisor

Summary of Position

The IP Telephony Engineer is responsible for administering, supporting, and optimizing LOGIS's unified communications environment, ensuring reliable and secure voice and collaboration services for LOGIS and its member organizations. This is a complex, multi-customer environment that requires strong collaboration, communication, and coordination across many stakeholders. This position will stay abreast of modernization and technology trends to help evolve voice and collaboration systems and services.

Essential Functions

- Administer, maintain, and support unified communications systems, including call routing, translation patterns, queuing, voicemail, and contact center functionality.
- Manage and monitor SIP trunks, PRIs, FXS/FXO interfaces, paging, and related telephony components.
- Implement, configure, and troubleshoot IP Telephony and collaboration applications and platforms such as Attendant Console, Call Accounting, Call Recording, E911, Mass Notification, and Meeting/Presence services.
- Perform upgrades, system patching, and configuration changes to ensure optimal performance and security.
- Develop, test, and maintain Contact Center scripts for call routing, information access, reporting, and user management.
- Develop and update internal and external documentation for the IP Telephony Service, including knowledge base articles, technical diagrams, support materials, and training resources.
- Collaborate across LOGIS teams, vendors, and customers to ensure seamless integration between telephony, video conferencing, and collaboration platforms (e.g., Cisco Webex, Microsoft Teams).
- Collaborate with vendors and strategic partners to troubleshoot complex issues, drive timely resolution of support cases, proactively engage on product roadmaps, and ensure alignment with service performance and goals.
- Research and implement new technologies and process improvements that enhance reliability, automation, or customer satisfaction.
- Participate in after-hours response rotation as necessary to address critical IP Telephony Service interruptions.
- Other duties as assigned.

Essential Competencies

Communications Skills - Must have strong written and verbal communication skills in English to effectively represent the organization to internal staff, members, consultants, and vendors. Ability to actively listen, clearly articulate technical information to non-technical users, and communicate solutions in a positive and professional manner.

Decision Making - Must act in a decisive manner, using good judgment. Must be able to understand the request or situation, effectively obtaining additional information to develop solutions, assessing the various implications, and providing strong recommendations. There are differing levels of independence. Make sure you have a clear understanding of your manager's expectations.

Interpersonal Relationships – The ability to work collaboratively with co-workers and members is essential. Must be consistent and ethical in working with everyone excluding personal biases. Must be sensitive to others' concerns whether directly or indirectly impacted. Must strive to promote a cooperative and positive atmosphere within the organization and with our members with diplomacy and tact. Must have the ability to accept constructive criticism.

Quality of Work – LOGIS strives to be a high performing organization. Must be able to produce high quality results within the required parameters to assist the members and management in achieving goals.

Technical Knowledge - Must have strong communication skills, both written and verbal, and strong organization and facilitation skills. Must exhibit an exceptional level of analytical skills to analyze and formulate solutions. Requires a solid foundation in IT support, with proven diagnostic and analytical skills to resolve technical issues. Should be proficient in adapting to new technologies and tools, with strong organizational and facilitation abilities.

Physical - Must have ability to read and discern visual images on a variety of media. Must have the ability to remain seated or stand at the same workstation for up to 8 hours at a time with appropriate breaks within that period. Must have the ability to utilize various forms of media and technology.

Security Awareness - Requires a solid understanding of security best practices and the importance of protecting sensitive information. Proactively adheres to security protocols and guidelines. Understands the importance of maintaining confidentiality of user data and protecting against unauthorized access.

Required Qualifications

- Bachelor's degree in information technology, business management, or related field.
- Cisco CCNP Collaboration certification or a minimum of four years' experience administering Cisco Unified Communications environments in a multi-site enterprise.
- Experience designing or modernizing enterprise IP Telephony systems, including SIP integrations and hybrid deployments.
- Strong problem-solving and analytical skills with the ability to troubleshoot complex voice and network issues.
- Excellent communication and interpersonal skills, with the ability to collaborate effectively across teams and with member organizations.

Preferred Qualifications

- Familiarity with Microsoft Teams Phone or other unified communications integrations.
- Cisco or Microsoft certifications in Collaboration, Voice, or related technologies.
- Experience using automation or scripting (e.g., PowerShell, Python) to streamline telephony operations.
- ITSM certifications (ITIL, COBIT, etc.).

Access to Non-Public Data

This position may have access to non-public internal and external data as part of work assignments. Please refer to the Employee Handbook for details in managing and releasing data. In addition, if at any time you are unsure, discuss the situation with your supervisor for approval prior to releasing any data.

Members' Data

The position may have access to any and all of our members' data as required by work assignments. This data should only be used and/or released to our business partners as required for LOGIS to provide service to the members. This is their data, and dissemination is controlled by them. If you have any questions, discuss the request with your supervisor.

BCA Requirement

All LOGIS positions require compliance with BCA regulations regarding an employee's criminal history. As such, LOGIS reserves the right to verify employee criminal history as needed to ensure compliance.

Transportation Requirement

This role necessitates travel to member sites as needed. Employees must either hold a current, valid driver's license and have access to a reliable, operable vehicle, or ensure timely and dependable alternative transportation is available on short notice. Compliance with all

applicable federal, state, and local laws related to vehicle operation is required, including maintaining at least the state-mandated minimum insurance coverage for bodily injury and property damage. LOGIS reserves the right to review employee driving records as necessary.

After-hours Support Requirement

This position requires participation in an after-hours rotation, which will commence only after the successful completion of a 6-month (or 1-year) performance evaluation period. Following this period, the employee will be expected to provide first-line after-hours support as needed to maintain identified service levels outside of standard working hours.