

Enabling Technologies Corp. Unified Communications Engineer Position

This is a customer-facing consulting position with approximately 60% travel required, with the other time spent in a virtual office environment. You can live/work anywhere.

Enabling Technologies Corporation is the back-to-back UC Partner of the Year award winner for Microsoft in 2009 and 2010 and again in 2015. While we've been in business for over 20 years, our last eight years have been spent deploying UC Solutions based on Lync/Skype for Business and Exchange, with a specific focus on Enterprise Voice (VoIP) and Exchange Unified Messaging. Both involve knowledge of Microsoft applications, data network, and voice technologies. Enabling is also a Lync Cloud Accelerate Partner and has expanded our practice to also include SharePoint.

The position of Unified Communications Engineer, Microsoft Technologies, is an important role in the success of Enabling Technologies Corporation. The candidate will focus on consulting and implementation of Microsoft communication applications including Lync 2013/Skype for Business Server 2015 with Enterprise Voice, Exchange 2010/2013 in Office 365 with e-mail and Unified Messaging. These applications may be on premise or in Office 365. This individual will also consult and implement peripheral IT applications, such as compliance (Microsoft's Office365 EMS suite with MDM and Intune), security (Azure DLP and RMS), and archiving systems. The UC Engineer is assigned to ETC's most important clients, handling new deployments and/or upgrades of software, including beta trials of new MSFT technology.

The UC Engineer consults with clients during their decision making process, and helps the ETC sales rep close sales with their technical acumen and confidence. During the presales cycle, the engineer may partner with ETC's Project Managers and interact mainly with client IT managers, directors, and IT pros. Once a project is underway, they will participate on a virtual team of internal ETC resources and client staff, planning and designing the solution. They will then install, customize, and test to ensure the client is satisfied with the overall outcome of the deployment.

The engineer will work in a fast-paced environment, and must have the ability to multitask while still providing exemplary service to their clients. ETC has a Network Operations Center with a dedicated team of support engineers, but occasionally the UC Engineer will provide tier 3 support for clients when called upon, and they will also serve as a back-up for the primary support engineer after hours client on call engineer once a quarter. They will work in an environment that fosters cross-training and voluntary knowledge transfer.

Requirements

The UC engineer will possess prerequisite technical and consulting skills, including:

- Six to eight years total technology experience in systems integration, corporate IT, or software development/consulting

- Ability to be flexible, work undirected, and multitask in a fast-paced environment
- Ability to quickly build working relationships in a team environment
- Outstanding leadership skills
- Resourcefulness and creative problem solving ability
- Excellent communication (written, verbal, presentation) skills
- Working knowledge of Visio
- Education:
 - BS in Computer Science, Engineering, or related field, or field experience
 - Technical certifications (i.e. MCSE, CCNP, Avaya ACE, etc.)
- The candidate will:
 - Have Microsoft server administration background (AD, security, Exchange, etc.)
 - Have implemented collaboration tools including:
 - Microsoft Lync/Skype for Business
 - Exchange with Unified Messaging
 - Video and mobility
 - Office 365 services including DirSync, Azure AD Connect, Intune, Azure RMS and DLP
 - Have experience in migrating from Exchange on-premises to Office 365 using native and 3rd party tools
 - Have gateway and SBC installation, configuration, and troubleshooting experience (AudioCodes, Sonus preferred)
 - Have some hardware load balancer experience (Kemp, Barracuda, F5)
 - Have some PBX experience (Avaya, Cisco, Nortel preferred)
 - Be able to develop and improve internal and customer facing processes for repeatable implementation, customizations, and/or maintenance of Microsoft communication systems
- Assist in presales efforts to close deals involving their area of expertise

An ideal candidate may also have:

- External client consulting experience of at least two years
- Implemented projects involving MS Exchange and complementary applications for compliance, hygiene, archiving, and unified messaging.
- Information security experience (digital certificates, PKI)
- Mobility integration (Office365 Enterprise Mobility Suite)
- Experience migrating from non-Exchange messaging systems to Office 365
- Experience working with Forefront Identity Manager/Microsoft Identity Manager

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