



1430 Woodland Lake Dr, snellville, GA, 30078•

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**Position Title:** Senior Voice Engineer

**Location:** Los Angeles, CA

**Duration:** Full Time

**Description Summary:**

The senior voice engineer should not only give daily technical support of the voice related business but also provide a reliable, robust, and secure voice network with his/her deep understanding of the voice and network knowledge. He/she should have the ability to handle backend system failures or cyber-attacks. Furthermore, he/she should have the ability to design/optimize the new/current voice projects, have strong communication skills across multiple departments, and take a lead in various voice projects.

**Major Tasks & Responsibilities:**

- Handle the daily operations to support Voice and MVNO business which includes responding to the trouble tickets, changing and testing routes
- Add/delete/configure interconnections (SIP, H323)
- Maintain/monitor the backend equipment and voice related assets
- Take a lead in the technical field of the new voice related projects design and installation
- Responsible for office international voice calls & IT support
- Provide other enterprise's voice business support

**Essential Skills, Qualification and Education Needed:**

- Bachelor's degree in CS, EE or similar field, Master's degree is preferred
- A minimum of 5 years of experience in the engineering or operations of pbx, IP telephony related professional experience
- Strong understanding of transport and IP network
- Strong knowledge of Linux environment, scripting/programming is preferred
- Ability to provide regular after-hour maintenances and on-call responsibilities
- Must be fluent in both Chinese and English to read, write and verbally communicate
- Hands-on experience with the operation of Cisco and ZTE routers and switches
- Expert level understanding of voice platforms and protocols such as SBCs, Voice & Video Codecs
- Expert level SIP - Someone who is able to read and debug raw SIP messages, can describe in detail the different types of SIP messages and understands how to manipulate SIP headers when interconnecting with a SIP device, which does not behave as expected. Must understand the actual protocol messaging
- Experience in voice wholesale/retail business or MVNO, MVNE operations is preferred
- Cisco certifications a plus
- Successful candidates will strive to learn and advance, have excellent communication skills, strong organization skills, and the ability to manage multiple priorities simultaneously.

If interest, please send your resume to Kelly at [krao@jumpstartrecruiting.com](mailto:krao@jumpstartrecruiting.com)