

Position: To provide implementation/integration and support services for the solutions that BrantTel Networks offers based on core Avaya UC and Contact Center Solutions as well as supplementary products. These products and services include technologies such as IP Telephony, Contact Centre, and Mobility. Our core focus is supporting mid-sized businesses (100 – 1000 users) that can benefit from Unified Communications and Contact Centre solutions that have a head quarters or key influencer in the GTA. This resource may be working individually or as part of a team on project, other potential resources assigned to a project include: Project Manager, Software Specialist, Trainer, Technician, and Network Engineers.

Primary Duties:

Review and perform the required steps required to implement and integrate the following Products:

- Avaya Aura (Communications Manager) Server & Gateway Solutions
- Avaya UC Suite (One-X Mobile/Portal/Communicator/Integration with OCS)
- Avaya's Software based End user devices:
 - One-X Communicator (with Desktop Video functionality)
 - One-X Agent for Contact Center Agents (with IM functionality)
 - OSPC – Operator Console (with integration to MS Exchange)
- Avaya IP/SIP Endpoint including 96xx, 46xx, WiFi Phones and 3rd Party SIP Phones (such as Polycom, Cisco & Teledex), including the ability to configure a client's servers (DHCP, HTTP, FTP, TFTP) and LAN to support these terminals.
- Avaya Session Manager and SIP Enablement Server (SES) allowing for integration to SIP endpoint, adjuncts and SIP Trunking.
- Avaya's Management Suite (ASA, SUM, VAL, Enterprise Management Suite) and the System Manager Platform
- Prognosis – VoIP Monitoring Suite (replacement for VoIP Monitoring Manager)
- Avaya Intelligent Presence Server (IPS) for Instant Messaging and Presence Federation
- Avaya Application Enablement Services (AES) for CTI/Web Services integration
- Avaya Contact Center Reporting Solutions CMS & IQ
- Avaya Collaboration Suite (MeetingExchange & MeetingExchange Express)
- Avaya Modular Messaging and CMM/IA770 Messaging solutions including integrations with MS Exchange & Active Directory
- Voice Print Call Recording Solution
- N-Focus Basic Contact Center Reporting Solution
- LAN Network Switch Solutions by Extreme/Cisco/Nortel for clients requiring LAN refresh to support IP Telephony
- VPN Solutions by Juniper/Cisco/Nortel to allow for Remote Office/Worker solutions utilizing Soft clients or to support VPN Hardphone solutions for remote works.

You will be required to perform the following to ensure the deployments assigned to you meet the expectations of our clients:

- i) Review the Solution Design to ensure it meets the needs of the client
- ii) Create the appropriate Visio/Solution Overview Diagram which depicts the solution and details outlining the integration including IP Addresses, Node-Name, Rack Layout, etc.
- iii) Review of the Scope of Work and attend project kick off call to discuss project details with Pre-Sales Team.

- iv) Review and identify deliverable you will be responsible for on the project.
- v) Provide the Project Manager with the details tasks and your target dates. Also outline system acceptance tests that will demonstrate the integration has been completed successfully to validate your success and share this with the PM and Customer for their approval.
- vi) Identify the client requirements and design questions required for you to perform the required integration services. Includes but is not limited to environmental, electrical, server/software, network and security requirements.
- vii) Correspond with the customer's identified resources and Project Manager to gather all of the required information to perform the integration.
- viii) Maintain active communication with the Project Manager throughout the project keeping them informed of completed tasks as progress is made and any outstanding tasks so they can manage expected completion timeframes and dependencies appropriately.
- ix) Stage equipment as required.
- x) Perform base system installations as required.
- xi) Program systems for integration as required.
- xii) Perform onsite work as needed.
- xiii) Perform integration programming
- xiv) Perform Testing Acceptance Testing
- xv) Update Final Solution Diagrams and Documentation to provide to client for solution reference and for storage for BrantTel Networks reference.
- xvi) Backup System Configurations and Files for storage by BrantTel Networks for DR purposes.
- xvii) Perform Knowledge Transfer to Client's IT Staff an overview of the implemented solution and how to perform day to day maintenance on the solution.
- xviii) Escalate any outstanding items to the Escalation Engineer or BT Technical Support Group

Additional Duties:

Additionally you will train and mentor Post Sales Staff on Technical Advancements that will aid in the streamlining of our implementations and supporting our clients. In the role you are expected to keep up with the latest trends in technology and advocate technology, be on the committee evaluating new vendors/solutions for recommendation of them being offered by BrantTel Networks. With the recent announcement of Avaya's intent to purchase Nortel, this role would aid in the strategy behind the integration of Nortel's Product Line into Avaya and aid in the building of a Nortel Practice within BrantTel Networks. While not actively engaged in Project work this role is expected to provide Technical Support on the products provided above. Additionally this resource may be required to engage with clients as a consultant on best practice deployment strategies or design strategies based on the products/solutions outlined above. As a technical specialist this resource may be requested to engage on Pre-Sales activities as a Subject Matter Expert for a given solution outlined above.

Travel:

Some Travel will be required for this role as BrantTel Networks perform work for clients focused in the GTA but they often have branch offices across Canada and in the US. This position will require the ability to travel as required. Up to 1 week of travel per month is expected, typical trips are 2-4 days in length no longer than 7 days. This resource will require a passport and entry to the US.

Hours of Work:

Office Hours are 8:30am – 5:00pm EST. Since this role is performing integration work often this must be completed outside of standard working hours and may be required to be performed on weekends. BrantTel Networks supports a Flextime policy allowing for work to be completed afterhours and on

weekend in lieu of our standard office hours. It will be mandatory for this role to be available for work outside of standard office hours as required on the assigned project.

On-Call:

As a System Engineer you will be required to join our On-Call rotation to provide customers Technical Support afterhours to customer requiring escalation or proactively from our system monitoring system. Your schedule will provide to you with at least 1 month's advanced notice; typical on-call duty duration is 1 week on a 6 week rotation. You will be notified via email/phone on your company provided Blackberry and you will be expected to provide service within the BrantTel Networks' SLA of 2 hours.

Reports and Management:

This position would report to Frank Mirecki – Director of Sales & Technology

While engaged in a project you would report to the BrantTel Network Project Manager, as they own that project and all of the resources assigned to it.

Certification:

This role requires you to achieve and maintain your Avaya Certified Expert (ACE) and active Implementation Product Authorization on the products you will be integrating. Data Certification on a Switching solution is also preferred.

Compensation & Benefits:

Base Salary: Depending on Experience per year with Flextime/Lieu Time Benefits.

Bonus Structure: \$5,000 per year based on meeting certifications requirements and exceeding 85% customer satisfaction score (based on internal and customer surveys).

Benefits: Extended Medical & Dental Benefits commencing upon start.

Training: Industry (Avaya) Training & Courseware will be provided free of charge (based on successful completion of the course)

Holidays: 10 days of Vacation entitlement.

Electronic Devices: You would be provided with a company provided: Laptop and Blackberry

Work at Home Privileges: BrantTel Networks actively supports Work @ Home initiatives this position would have work at home privileges upon completion of the ramp up period and when appropriate.

Opportunity to join a growing company with a team of experienced professionals who are the best in the industry.