

# Job Description



<b>Job Title:</b>	<b>Senior Telecommunications Engineer (IMC00180)</b>		
<b>Location:</b>	Arlington VA	<b>Travel Required:</b>	Minimal
<b>Level/Salary Range:</b>	Dependent on qualifications	<b>Position Type:</b>	Full-Time
<b>Date Posted:</b>	4/27/20	<b>Posting Expires:</b>	When Filled
<b>Mandatory Job Requirements:</b>	<ul style="list-style-type: none"> <li>IAT Level II Certification (within 120 days of start).</li> <li><b>Please note that pursuant to a government contract, this position requires U.S. Citizenship.</b></li> <li><b>All applicants must have current DoD Secret or Top Secret clearance eligibility day one and prior to entry on duty.</b></li> </ul>		
<b>Applications Accepted By:</b>			
<b>E-mail:</b> Michelle Might, Corporate Recruiter, <a href="mailto:michelle.might@imcva.com">michelle.might@imcva.com</a> <b>Email Subject Line:</b> Sr. Telecommunications Engineer – ARNG NCR DOIM			
<b>Job Description</b>			

The senior telecommunications engineer is responsible for providing support to the telecom infrastructure including: VoIP phone system; SIP communications, Classified and Non-Classified communications; wireless communications and personal electronic devices, cable plant infrastructure, PBX support, Voice Mail Support, and Telecommunications operation and maintenance support for a 3,800 end-user organization.

## Responsibilities:

- Core Hours are 6am – 6pm weekdays and must be able to work 9 hours in this window with off-hours for project work as necessary.
- Support Avaya Telephony and VOIP Terminologies such as H.323, SIP, T1, PRI's DS3.
- Hands on support of Avaya Software such as Avaya System Manager, Session Manager, Avaya Equinox, or Avaya Call Management Solution (CMS).
- Support call Voice Engineering Initiatives for all Project-related and ongoing operations for voice communication services.
- Implements and troubleshoots Voice related solutions/incidents/system outages.
- Monitor, review, recommend, test and implement new software revision/ feature sets/ Patch evaluation and periodic system refresh.
- Provide operation and maintenance service per defined service level agreements.
- Telecom switch and voicemail programming and support.
- Support for landline telephony management.
- Remote site telecommunications service support.
- Wireless device (e.g. smartphone, satellite phone, table and hotspot) support.

The Telecommunications Technician will:

- Ensure that ARNG NCR DOIM telephony systems are functioning and maintain uptime.
- Perform troubleshooting on equipment and data circuit outages.
- Configure PBX and call manager systems to include setting up vmail.
- Assist users as required and assist with user training upon system upgrades/changes.

**Required Qualifications and Skills:**

*Note: These are mandatory items that all candidates must have when making application to IMC for this position. Please ensure that your submission addresses each of these requirement items. Candidates without these required elements will not be considered.*

- IAT Level II Certification (within 120 days of project start).
- Avaya Aura phone system experience.
- Communications Manager Messaging system programming experience.
- Fiber and copper installation and support experience (termination, testing, installing).
- Minimum of two years of Telecommunications Experience.
- Working Knowledge and experience with AVAYA communications system 6.1 or greater.
- **Please note that pursuant to a government contract, this specific position requires U.S. Citizenship.**
- **All applicants must have current DoD Secret or Top Secret clearance eligibility day one and prior to entry on duty.**

**Desired Qualifications and Skills:**

*It is highly desirable that the candidate have two or more of the following qualifications:*

- Enterprise Survivable Server
- Avaya System Manager and Session Manager
- Avaya Equinox
- Avaya Call Management Solution (CMS)
- ITIL v3 Foundation Certification
- Communication Manager Messaging
- Call Manager 7.1
- SIP Service
- RedSky(e-911)
- NICE or Verint Call Recording
- A relevant educational degree in one of the follow fields: Computer Science, Information Systems, Information Technology, Cyber Security, Systems Engineering, Computation Science, Computer Engineering, Electrical Engineering, Information Technology, Software Engineering, Systems Engineering, or Telecommunications.

**Background Information:**

*Innovative Management Concepts, Inc. (IMC), a Service-Disabled, Veteran-Owned Small Business, provides a broad range of information technology services to government and commercial clients. Since its founding in 1989, IMC has offered solutions and expertise in: IT operations and maintenance, cyber security, systems and network engineering and support services, cloud/hosting services, software engineering and development, website services, software quality assurance and testing (including IV&V), and project management. IMC is certified in International Organization for Standardization (ISO) 9001:2015 Quality Management, ISO 27000:2013 Information Technology Security Management, and ISO 20000:2011 Information Technology Service Management. Find out more about IMC at [www.imcva.com](http://www.imcva.com).*

*We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other characteristic protected by law.*