



**Title:** Voip Support Engineer

**Location:** Newark, New Jersey

**Position Description:**

The VOIP Support Engineer position is based out of IDT Corporations headquarters located in Newark, NJ. The main role of the Support Engineer is to provide support post installation to our VOIP customers. Candidates for this position must be self-motivated, full of energy and possess excellent troubleshooting, communication & analytical skills while working in a team atmosphere. This is a unique position to grow as a candidate where you would be able to learn from a team of Senior VOIP Engineers and be exposed to many different types of vendor equipment.

**Job Duties:**

- Provide production phone support to our Hosted PBX Customers
- Update incoming trouble tickets submitted by our internal staff and external customers.
- Be able to interact with our customers professionally and technically.
- Work with our internal carrier groups on termination issues.
- Work with our Engineering, Development and QA groups on new rollouts when needed.

**Qualifications:**

- Minimum of two years of related network/IP Telephony administration and support.
- Strong communication and client-facing skills.
- An eagerness to learn and be proactive at maintaining and developing technical skills.
- Excellent problem solving, debugging/troubleshooting skills.
- Excellent multi-tasking skills.
- Experience supporting Asterisk/Cisco CUCM and Open Source IPPBX Platforms.
- Experience using network protocol analyzers such as Wireshark is desired.
- Prior experience working in a Support Team environment is a plus.

To apply for this position, please e-mail your resume to [susan.nankivell@idt.net](mailto:susan.nankivell@idt.net).