

Position: Sr. Telephony Administrator

Location: Mississauga, Ontario

Reports To: Sr. Mgr, infrastructure Services



Your opportunity:

This senior role is responsible for researching, designing, planning and coordinating telephony upgrades, enhancements, improvements and/or newly required service deployments and providing training and support to the IT Operations team. This position plans, analyses and optimizes the telephony infrastructure, identifies telephony change control factors, participates in testing the changes & compiles test data for service deployments, prepares detailed documentation and telephony diagrams including all VOIP, local and inter-office services. This position leads all telephony projects and ultimately is responsible for the telephony service offering to JE.

Why you should join Just Energy:

We are a North American market leader in retail energy, green energy, and home services, with a market capitalization of nearly \$2 Billion, and millions of happy customers. Our work environment is described by three simple words: ENERGY, OPPORTUNITY, and GROWTH. We provide an energetic and engaging work environment that is focused on professional and business growth, and where our colleagues have opportunities to excel and be rewarded with further growth opportunities, competitive compensation, performance bonuses, share ownership, and group benefits. If you are energetic, bright, driven, and you want to be part of something really great, then join us. You can realize your potential here at Just Energy.

Your primary accountabilities:

- Lead/supervise all telephony projects
- Assist in the Architecture & Development next generation IP based telephony services
- Develop & Maintain MPLS voice Traffic Engineering policies
- Develop & Maintain Engineering Policies for Telephony for company Services
- Develop & Maintain Telephony Engineering Standards & necessary engineering guidelines for IT Operations Team
- Develop Telephony Testing & Telephony Migration Plans for new deployments
- Proactively Identify & develop plans to mitigate risks within the telephony
- Provide training & engineering support to IT Operations
- Plan, identify and analyze costing considerations of upgrades as well as new telephony deployments.
- Identify telephony change control factors when planning a telephony change. Participate in testing of the required changes, track change control factors and compile test data for service deployments.

Your qualifications:

- 6+ years in the telecommunications industry of which:
 - 5+ Years of in-depth knowledge of IP, ATM, SONET, DSL and VoIP
 - 3 yrs must be in Avaya PBX technology including the design, maintenance and configuration telephony systems.
 - 3 years hands-on experience with MPLS
- One or more of the following Avaya Certifications: Modular Messaging, Communication Manager, Avaya Gateways, System Platform
- Strong knowledge of Cisco products and technology
- Excellent written and verbal communication skills along with ability to communicate complex ideas to a variety of audiences
- Solid understanding of ITIL, ISO 17799 (ISO 27002) standards
- Effective at managing multiple projects/tasks of varying complexities, meeting deadlines and working well under pressure

How you should apply:

Please send us your resume by email to careers@justenergy.com with the name of the position in the subject line

Please visit us at justenergy.com and je-un.ca