



Voice Engineer

Job title:	Voice Engineer
Department:	Engineering
Location:	Nairobi
Employment Type:	Full-time
Reporting To:	Engineering Manager
Number of Positions:	1

Job Summary

As a Voice Engineer you will be primarily responsible for maintaining, upgrading and developing Wananchi's voice infrastructure and implementing changes in response to user requests and project work. The voice infrastructure includes the Class 4 and 5 softswitch, internal IP Telephony platform (asterisk), media proxy and media gateways, session border controllers and the associated integration into the OSS and BSS systems as well as integration with PSTN providers and Internet based providers. You will be required to be a mentor to less experienced staff and deal with escalated issues from other members of the team and other departments.

Job Role

- Diagnose and resolve faults on the VoIP softswitch, internal IT IP-PBX and associated components such as the media gateways, media proxies, and session border controllers.
- Ensure the VoIP platform performance and availability is within the stipulated Key Performance Indicators (KPIs)
- Produce network designs to meet tactical and commercial expectations
- Ensure key VoIP performance parameters are monitored by the NOC and propose improvements in monitoring to accurately measure the overall performance of the network
- Liaise with third-party vendors in the resolution of VoIP equipment faults
- Handle second or third level escalations from the NOC or from other team members
- Identify operational problems and contribute to their resolution
- Act as the technical lead for projects in the Voice platform
- Liaise with OSS and BSS teams to ensure these tools interact optimally with the VoIP platform

Required Skills

- Bachelor's Degree in IT, Engineering, Telecoms or related field



- At least 3 years experience, two of which will be in a Service Provider or large enterprise environment
- Must hold Cisco CCVP or equivalent certification
- Advanced knowledge of voice protocols such as SIP, MGCP, SS7, H.323, H.248
- Advanced knowledge of voice systems (softswitches, media gateways, ATAs, SBCs and Voice Mail systems)
- Must have working knowledge of Asterisk IP-PBX or equivalent
- Proficient in written and spoken English
- Experience in leading a project team
- Ability to work with minimal supervision
- Ability and interest in learning technology related skills
- Ability to present and articulate technical issues to non-technical staff