



Making technology work for *your* business.

Voice Services (VOIP) Specialist

Check out our website at www.SpotLink.com

SpotLink[®], a premier and growing Technology Solutions firm, is looking for a professional minded individual to join its team of service oriented technology problem solvers as a "Voice Services Specialist" for its San Diego branch office, but also supporting SpotLink[®] other branch offices.

Our Voice Services Specialists are key in providing Voice and Communications support to our diverse clients. With exceptional skills in VOIP, and heavy doses of IT, they focus on providing daily support for our client's voice and communications needs. However, they also help troubleshoot issues involving connectivity, latency, bottlenecks, and readying networks for high-performing VOIP implementations.

This is an exceptional opportunity for someone who enjoys working in a dynamic, fast paced environment, which exposes them to daily multiple client interactions, a variety of management decisions, network structures and business models, challenges them to creatively think on their feet, and adapt to fluid situations. It is NOT a job for someone who enjoys a routine, 9-5 environment.

We offer competitive wages, multiple bonus options, revenue sharing, educational incentives, and a flexible work environment. For full time employees, we offer matching retirement, health insurance, employee stock options and profit sharing packages.

This is a full time position.

Responsibilities:

- Comprehensively support and maintain client voice and communications systems, both in the field and remotely from our San Diego office.

- Work as a team with other technicians to provide top tier technology solutions.
- Work under the general direction of Administrators and/or Technical Managers

Technical Requirements:

- Two years' experience providing VOIP, IT or telecom support for business networks.
- Knowledge of, and experience with, TCP/IP and DNS.

Certifications Required:

- Cisco CCNA (Voice or Communications)
- or -
- Demonstrated skills and commitment to get above certifications within provisional period

Valued Technical Skills:

- Experience with ShoreTel, Cisco Communications Manager, Avaya, and/or Microsoft Skype for Business (formerly Microsoft Lync).
- Experience with legacy PBX systems.

Travel:

- Travel to client sites as needed.
- Occasional trips to Orange, Los Angeles, or Riverside County.
- Infrequent overnight support or travel needs.

Additional Requirements:

- US Citizen.
- San Diego County Residency
- Driver's license and dependable transportation.
- Good driving record
- Mix of evening, weekend and business hours availability.
- Service oriented attitude.
- Professional appearance and dress.

Compensation:

\$17.50 to \$22.50/hr. plus 20% to 50% in performance based bonuses, DOE. Significant additional performance, skills and management bonuses, as well as an employee stock option plan, paid health, dental and vision, PTO and company matching retirement plan. Mileage is reimbursed at IRS rate.

Please email your resume with salary history to careers@SpotLink.com. No calls please.