

## Cloud Telephony Application Specialist

Vocantas is looking for an experienced Cloud Telephony professional to join our team on a permanent basis. The ideal candidate will combine a true passion for technology with a deep desire to ensure that customers always come first.

Among the Application Specialist's duties will be planning, deploying and supporting complex telephony applications in a distributed environment, including many cloud-based (hosted) and premise-based software and hardware components. Post-deployment, the Specialist will be responsible for ongoing application maintenance and investigation/troubleshooting of customer-reported issues.

### *Technical Qualifications:*

- Solid understanding of VOIP telephony
- Knowledge of networking technologies, administration and troubleshooting tools
- Working knowledge of SQL and database technologies/tools
- Basic programming/scripting experience in Windows and Linux

### *Skills considered assets:*

- Telephony (PBXs, Telco, CTI, Dialogic, Asterisk, OpenSIPS, etc)
- Automated speech recognition (ASR) and IVR applications
- Signaling protocols: VOIP, SIP, H.323, ISDN, PRI, T1 RB
- Microsoft Windows Server and Linux administration
- Experience with low-level Telecom configuration and analysis/troubleshooting
- Experience working in Windows, Visual Basic and Microsoft Visual Studio including .NET (C# and VB) environments
- Knowledge of Microsoft Speech Server and Speech SDK
- Knowledge of hardware installation and configuration
- Experience working in a VM environment (preferably VMWare)

### *Non-Technical Qualifications:*

- Good written and verbal communication skills in English
- Self-starter with excellent problem-solving skills
- Good analytical and troubleshooting skills
- Ability to multi-task and work independently
- Ability to direct and assist in problem resolution

### *Education:*

- College degree from a Computer Science or related program

Please forward all resumes in Word or pdf format as well as desired compensation, in the subject line to [careers@vocantas.com](mailto:careers@vocantas.com).

We thank all applicants for their interest but only those selected for an interview will be contacted directly. No phone calls please.