



24/7/365 Support: 877-506-4905

Indianapolis / HQ
9345 Delegates Row
Indianapolis, IN 46240

WWW.G3TP.COM

Job Posting

Interactive Intelligence Converged Engineer

Job Description

The Interactive Intelligence Converged Engineer will design and program a wide variety of ININ products and applications mainly within a Windows environment. This position will work closely with other team members and project managers to ensure successful & timely implementations. This position will require overnight travel.

Job Duties

Duties would include but not be limited to activities such as the following:

- Work with clients to facilitate their understanding of best practices for a VoIP based telephony platform.
- Loading Windows Servers.
- Working with the client to integrate CIC system(s) and applications within their environment.
- Keep apprised of new offerings and software updates from the manufacturer.
- Participate in the on-call rotation.

Skills

- Knowledge of SIP and VoIP.
- Knowledge of voice communications such as ISDN and T-1.
- Knowledge of data networking, especially TCP/IP.
- Knowledge of network design and network troubleshooting tools such as Wire Shark.
- Knowledge or certifications from Microsoft, Cisco, HP, etc.
- Ability to troubleshoot & diagnose, on-site or remotely, issues related to hardware, software, VoIP or network connectivity.
- Ability to adapt to changes in priorities and direction as business dictates.
- Ability to develop customized application in a C# or .NET environment.
- Ability to integrate CIC and customized applications into the client environment.
- Ability to work independently with minimal direction but resulting in a satisfied resolution for the client.
- Ability to adapt to work within a team environment when projects dictate.
- Strong verbal and written communication skills.
- Ability to manage multiple priorities through detail orientation and strong organizational/planning skills.