

Job Description Form

Job Title: VOIP SUPPORT TECHNICIAN		Date: 12/29/11	
Department: TECH SUPPORT		Employment Status: Regular <input checked="" type="checkbox"/> Temporary <input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input checked="" type="checkbox"/> Intern <input type="checkbox"/>	
Supervisor's Name/Title: Paul Joshi/NOC Supervisor Jimmy Mak/HK Director of Carrier Sales		Reg. hours worked: Minimum of 24/hrs. per week Exempt <input checked="" type="checkbox"/> Non-exempt <input type="checkbox"/>	
Salary Range: US\$1,175.00 to US\$1,600 semi-monthly			

The VoIP Support Technician will be responsible for assisting Carriers and Wholesale Service Providers by testing and turning up new services, managing and resolving support tickets as a front-line Level I and Level II support engineer and working with vendors and carriers to ensure a high-level of customer satisfaction. Knowledge of Cisco, Nextone, Sonus or other softswitch technology is preferred including SIP and H.323. Experience in wholesale VoIP market a plus. The candidate will have experience in troubleshooting complex voice and data networks made up of multiple equipment and service suppliers; a thorough understanding of VoIP, networking and security protocols; experience with network monitoring, troubleshooting; solid technical skills coupled with customer handling skills. The VoIP Support Technician will be receiving trouble tickets electronically via Web-based system and work with customers to resolve issues, provide status reports, and document problems and resolutions. This position requires certain flexibility and a drive to learn new skills. This is a job within a small dynamic team in a growing company with opportunities to learn and advance your career. Responsibilities include:

- Track open trouble tickets and find resolution for issues
- Turning up new carriers and vendors
- Managing basic NOC reporting and traffic analysis
- Acting as a liaison to suppliers to ensure quality of service of routes
- Working with CTO to identify opportunities and strategies to improve service
- Identify opportunities for best practices and process improvement
- Supporting local Hong Kong sales team on engineering issues

What is the overall purpose and objective of this position (why does the position exist)?
 As a primary support technician, the purpose of this position is to help customers resolve technical issues and ensure higher customer satisfaction as well as long-term profitability of the network.

List in order of importance the major responsibilities of the job and estimate the percentage of time spent on each responsibility (the main function of the job may or may not be the one where the most time is spent).

1.	Technical Support	50 %
	Includes trouble ticket review, client communication and resolution of technology issues	
2.	Customer Relations	25 %
	Includes pro-active communication with vendors and carriers to ensure higher satisfaction	
3.	Analysis and Reporting	15 %
	Includes report management and generation and regular communication with all parties	
4.	General Management and Administration	5
	Includes activity reports, timesheets and general account management functions	
5.	Telepoint Contribution	5 %
	Includes internal Telepoint meetings, company-wide activities and internal functions	
Total:		100 %

Is this position closely, moderately, or minimally supervised? Moderate supervision

Please explain: The VoIP Support Technician is an entry- to mid-level position and he/she is responsible for self-direction with moderate supervision.

Does this position have supervisory responsibility (i.e., responsible for hiring, firing, performance appraisals, etc.)? Yes ____ No ☒ If yes, list the number and title for positions that directly or indirectly report to this position (i.e., three secretaries, four programmers, etc.):

Does this position have access to confidential information? Yes ☒ No ____

If yes, please explain:

As a technical support engineer of the company, he/she will have frequent access to confidential information about the company, its products, services and technology. The VoIP Support Technician is expected to keep all client information confidential and honor any non-disclosure agreements.

Does this position have access to or handle company funds? Yes ____ No ☒

If yes, please explain: _____

Is it important to this position that the incumbent be able to communicate fluently in English? Yes ____ No ☒ If yes, please explain: The ability to write and speak in fluent English is a plus, however, moderate English is sufficient. It is a requirement that the applicant speak Chinese.

What kind of work experience (including length of time), training, and/or level of education is necessary for this position? Minimum of one year experience in carrier or network support including experience and knowledge of softswitch technology. A bachelor's degree in business or engineering is required.

List any required technical skills (typing, computer skills, etc.): Fluency in Microsoft products and services. Working knowledge of SIP and H.323.

The following competencies that are important to successful performance in this position:

Flexible	<input checked="" type="checkbox"/>	Team-Centered	<input checked="" type="checkbox"/>
Resilient	<input checked="" type="checkbox"/>	Influential	<input checked="" type="checkbox"/>
Organized	<input checked="" type="checkbox"/>	Honesty	<input checked="" type="checkbox"/>
Efficient	<input checked="" type="checkbox"/>	Courageous	<input checked="" type="checkbox"/>
Focused	<input checked="" type="checkbox"/>	Visionary	<input checked="" type="checkbox"/>

Describe the requirements of this position that make these factors important:

- Develops positive relationships with clients and personnel
- Willing to do whatever it takes to get the job done
- Ability to respond quickly and efficiently to rapid change
- Organizes time and balances energy well
- Strong attention to detail
- Willing to take responsibility for the end result
- Focused on the objectives and results that matter most
- Ability to keep a proper perspective and remain positive in the face of adversity
- Willingness to open and honest and act as a role model
- Ability to anticipate problems before they occur and manage them to conclusion
- Ability to influence the strategic direction of an account and company

Working Conditions

Are there particular working conditions associated with this position that should be noted (i.e., working environment, hours of work, travel, work space, etc.)? Yes X No _____

If yes, please explain:

- Minimum of 24 hours per week

Analysis of Physical Demands of Position

Check physical demands that apply.

Describe job responsibilities that require physical demands checked.

1.	Strength		
	a. Standing	<input type="checkbox"/> % of time	
	Walking	<input checked="" type="checkbox"/> 20 % of time	Walking related to general work
	Sitting	<input checked="" type="checkbox"/> 80 % of time	Requires computer-related work
	b. Lifting	<input type="checkbox"/> _____ lbs.	
	Carrying	<input checked="" type="checkbox"/> 8 lbs.	Carrying laptop while traveling
	Pushing	<input type="checkbox"/> _____ lbs.	
	Pulling	<input type="checkbox"/> _____ lbs.	
2.	Climbing	<input type="checkbox"/>	
	Balancing	<input type="checkbox"/>	
3.	Stooping	<input type="checkbox"/>	
	Kneeling	<input type="checkbox"/>	
	Crouching	<input type="checkbox"/>	
	Crawling	<input type="checkbox"/>	
4.	Reaching	<input type="checkbox"/>	
	Handling	<input type="checkbox"/>	
5.	Speaking	<input checked="" type="checkbox"/>	Speech is a job requirement for client communication
	Hearing	<input checked="" type="checkbox"/>	Hearing is a job requirement for client communication
6.	Seeing	<input checked="" type="checkbox"/>	Sight is a job requirement for viewing charts and data.
	Depth perception	<input type="checkbox"/>	
	Color vision	<input checked="" type="checkbox"/>	Ability to discern colors is a requirement for graphic analysis of networks.