



## ***Job Posting***

***TSI is a subsidiary of Miami Nation Enterprises***

**Title:** VoIP Systems Engineer

**Location:** St. Charles, MO

**Reports To:** Operations Manager

**Position:** Full time

**Date Open:** February 16, 2015

**Date Closed:** March 16, 2015

TSI Global Companies is a St. Charles, MO based systems integrator is looking for a ***VoIP Systems Engineer*** to provide the following services for customer support and internal systems support. TSI provides services and equipment for both traditional data networks as well as for or integrated systems which include; commercial audio-video systems, IP based CCTV and security systems, IP based telephone systems and IP based Digital Signage systems. This role serves as the key systems engineer to configure, install, and support these technologies for our customer base.

### **BASIC RESPONSIBILITIES:**

This role will consist of a blend of field support activities, remote support activities, in-house systems support, systems design and engineering, and project management. We are looking for someone who can easily switch from task-to-task and be comfortable handling multiple support tasks simultaneously while also working with other field support and engineering staff to provide guidance and assistance. We are also looking for someone who is eager to learn and adapt quickly to new technologies, specifically audio visual systems, security and voice systems.

### **REQUIRED KNOWLEDGE, SKILLS, ABILITIES:**

- Two-year electronics degree from an accredited college or university or equivalent combination of education and related field experience.
- Three or more years working experience in the Telecommunications field in an engineering capacity.
- VoIP systems Experience (Mitel, ShoreTel, Cisco, Avaya, etc..)
  - Desire experience or certifications on the following platforms:
    - Mitel 3300 series MX & MXE controllers
    - NuPoint Voicemail Systems
- Data switch and router configuration including HP, Cisco, Adtran and NetGear.
- Experience with setting up and configuring Virtual Server Environments (VMWare & Hyper-V)
- Wireless Systems set-up and configuration.
- Audio-Visual Systems knowledge a plus.
- Proficient in the use of personal computers including such programs as Microsoft Office Excel, Outlook and basic networking skills.
- Ability to train and mentor customers on operational procedures of technical equipment.
- Excellent written and verbal communication skills.



- Must be responsible, self-motivated, self-starter, personable and well-organized.
- Superior customer service skills with both internal and external customers.
- Ability to manage multiple tasks simultaneously.
- Ability to demonstrate planning, organizing and implementing skills which allow the successful completion of a project by a specific due date.
- Must be able to read and effectively interpret general business documentation, technical specifications and drawings.

**WORKING CONDITIONS:**

- Office and Construction site environments. Limited travel may be required.

*Preference in filling this position will be given to qualified Indian applicants in accordance with the Indian Preference Act.*

*TSI is an Equal Opportunity Employer*

**Please send resume to [careers@tsi-global.com](mailto:careers@tsi-global.com)**