

# HI-TEC Professional Solutions, Inc.



2886 Sandy Plains Road, #965280, Marietta, GA 30066, Phone: 770-575-5855, Fax: 770-575-5856, Website [www.hi-tecsolutions.com](http://www.hi-tecsolutions.com)

## **CME Engineer 19-131:**

Candidate will be solely responsible for the overall install process of the system and configuring it to the DeCA standards. This includes not only the configuration but also keeping up with the scheduling of sites to be installed. Must have a strong ability to multitask and support several ongoing projects simultaneously. Ability to work under pressure of given time constraints and fixing outages in a timely manner. Ability to document and track all changes to the network/VoIP infrastructure. Candidate needs to be well versed in Cisco CLI commands and configuring VoIP routers and switches. Candidate needs to have experience with configuring and adjusting dial-peers. Experience with creating "As-Builts" in Microsoft Visio. Some experience with building Gateways in both CME and CUCM preferred. Needs to also know how to build CUE out of the box, including auto attendant menus, and voicemail. Candidate should know basic debugs to run when troubleshooting a phone, an analog line or a PRI. Customer service skills are a must. Candidate should always be able to deal with difficult customers in a professional manner. Candidate should know their cabling color codes/standards. Aid in patching cables and terminating jacks at DeCA HQ and while visiting stores. Experience with CAT 3/5 and fiber optic cable install, fabrication, splicing, termination, and certification. Perform all aspects of job associated with fiber network media, patch panels, cabinets, UTP cabling, crossover cabling, backbone and horizontal cabling (50-100pair). Configure and install hubs, switches, and preconfigured routers as needed. Monitor and ensure Remedy ticket handling Service Level Agreements (SLA) are met, and also monitor SLA metrics for trending and customer service improvement purposes. This requires many administrative IT support duties, to track and maintain records all reported incidents. Perform various personnel and telephone Moves, Adds, and Changes such as; Troubleshoot phone outages and voicemail troubles. Track telephone voicemail accounts and equipment problems for all users. Support DeCA in the recommendation and implementation of the VoIP phone system upgrades and changes.

**Required:** Candidate must a bachelor's degree in computer science, electrical engineering, with minimum of two years of experience or related field, **OR** four year of DoD related experience. Candidate must have an IAT Level 2 Certification (Security+, GCSE, SCCP or CCNA Security). Must be able to lift 50 pounds and be able to climb ladders. Must be able to obtain Common Access Card through DOD screening process.

**Desired:** Pearl scripting is a plus.

**Travel:** May be required to travel to locations around the world to support CME installations.

Candidate must possess Active Secret Security Clearance.

This is a full-time position, located in Fort Lee, Virginia.

If interested in more information regarding this position, please send your email to [anne@hi-tecsolutions.com](mailto:anne@hi-tecsolutions.com)

**Please apply for this position at [www.hi-tecsolutions.com/jobs](http://www.hi-tecsolutions.com/jobs)**

Feel free to join me on LinkedIn <https://www.linkedin.com/in/anne-cameron-cpc-cts-8251424/>

**Review all openings posted at [www.hi-tecsolutions.com/jobs](http://www.hi-tecsolutions.com/jobs)**