

(Tier 5)

Tier 5/ Voice Analyst, Scale O

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| Directorate: Service area: | Resources Directorate – Enabling Services – ICT & Digital |
| Accountable to: | Team Lead – Network & Comms |
| Accountable for: | N/A |
| Politically restricted post | No |
| Delivery teams: | N/A |

Context

You will play an active role as part of our Network & Comms team working in partnership with our commissioning teams to design and deliver customer focussed services that meet our delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will work collaboratively with your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary sector and customers.

Specific role assignment

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| Delivery responsibilities | ICT call management Configuration & trouble shooting Voice & Data Advisory Telephony Support |
| Statutory responsibilities <i>(if applicable)</i> | Not applicable. |
| Main Tasks | <p>As a voice engineer you will be responsible for the running of our voice estate. Your role will be varied, but will often include the following:</p> <ul style="list-style-type: none">• Use our internal ticketing system (Hornbill) to assist end users with their telephony/voice issues.• Responsible for the timely resolution of day-to-day problems and break/fix incidents for technical or operational issues in Microsoft Teams, Five9 and Ribbon SBC's. |

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| | <ul style="list-style-type: none">• Provide escalated technical support for our Tier 1 service desk, troubleshooting and providing solutions to high-level technical issues related to voice.• Act as an interface between the council and suppliers/vendors/carriers regarding technical voice issues.• Ability to understand manufacturer SLA's and work within them and follow escalation paths where necessary.• The ability to organise own workload and decide priorities.• The ability to use own initiative to respond independently to difficult problems and unexpected situations.• Design, test, and document new features on Five9.• Provide guidance on the Five9 platform, including feature utilization, customization, and optimization for the council's needs.• You will contribute and assist Team Leads with identifying and implementing system and process improvements on a routine basis.• You will work proactively as part of a team, supporting that team to work effectively and efficiently, and assisting colleagues as required.• You will be committed to your personal and career development and willing to undertake further training as necessary.• You will work flexibly to meet the needs of the business, supporting the workforce in line with modern and flexible working arrangements.• You will work within the framework of Warwickshire County Council's policies and procedures and uphold the principles of the Equality Act.• You will ensure that health and safety responsibilities are carried out in accordance with the Council's Health and Safety policy and procedures.• You will undertake as necessary any other duties that may be required by Warwickshire County Council• Visit sites within Warwickshire to audit / troubleshoot hardware and resolve customer issues. |
| Specific experience | <p>You will have the following experience:</p> <ul style="list-style-type: none">• Must have at least 5 years' experience working as a voice/telecoms engineer.• A background working on phone systems, SBC's and cloud contact centres, preferably with Ribbon SBC's and Five9.• In depth knowledge of Microsoft Teams direct routing and the Ribbon SBC configuration required.• In-depth knowledge on protocols like SIP, SDP, H.323, VoIP and RTP.• Able to troubleshoot SIP call flows and have a thorough understanding of SIP requests and Responses.• Experience administering, maintaining, monitoring, and upgrading telephony systems.• Experience in diagnosing SNMP alerts received, for example monitoring systems such as Nagios and SolarWinds and troubleshoot affectively.• Knowledge of Microsoft Teams. Ability to manage and administer BAU tickets such as adding and removal of new users and call queues. |

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| | <ul style="list-style-type: none">• Confident in carrying out signalling and media packet captures on phone systems and SBC's.• Confident in using diagnostic software such as Wireshark to troubleshoot and diagnose SIP/RTP faults. <p>Additional experience in these areas would be desirable:</p> <ul style="list-style-type: none">• Experience dealing with TLS certificate renewals.• Hands-on experience on Voice Gateways and preferably the ability to understand firewall rule management.• Experience in creating and administration of contact centre software, ideally Five9 IVR call flows• Ability to create, understand and analyse call reporting.• Experience in dealing with change control processes.• Experience with cable management and patching. <p>You will have the following skills:</p> <ul style="list-style-type: none">• Excellent customer service skills, ability work directly with end users (written/phone/face to face).• Effective communication and stakeholder management skills.• Excellent analytical and problem-solving abilities.• Ensure that all confidential information is handled in accordance with Company protocols and procedures.• Five9 and Ribbon SBC accreditations would be a bonus.• The ability to independently interpret and analyse varied and complex ICT incidents/ requests logged or situations and to produce resolutions in an agreed timely manner.• Experience of providing information and advice including the ability to communicate complicated or sensitive information with varied audiences regarding voice technologies and their best practices.• The ability to organise own workload and decide priorities.• Experience of contributing to the development of ICT policies and procedures.• The ability to use own initiative to respond independently to difficult problems and unexpected situations. |
| Specific qualifications/and registration | Not applicable |
| Budget responsibility | Not applicable |
| FTE responsibility (line management) | Not applicable |

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| Key stakeholder relationships | ICT End Users ICT Management Business Managers 3 rd party engagement |
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WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy

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Our Behaviours



Strategy...the direction we will take to achieve our outcomes



Plan... what we will do to achieve the strategy



Commissioning...the process of how we will plan, purchase and monitor our services



Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes



Operational Commissioning... the process for meeting need at an individual level or to a specific group



Delivery...providing services to our customers

