

Voice Engineer (8302U), Berkeley IT - 71642
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=252704>

Downloaded On: Feb. 22, 2025 12:20pm

Posted Feb. 5, 2025, set to expire Jun. 30, 2025

Job Title	Voice Engineer (8302U), Berkeley IT - 71642
Department	Berkeley IT
Institution	University of California, Berkeley Berkeley, California
Date Posted	Feb. 5, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Apply Online Here	https://apptrkr.com/5978066

Apply By Email

Job Description

Image not found or type unknown



Voice Engineer (8302U), Berkeley IT - 71642

About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the transformative opportunity it provides to a large and diverse student body; its public mission and

Voice Engineer (8302U), Berkeley IT - 71642
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=252704>

Downloaded On: Feb. 22, 2025 12:20pm

Posted Feb. 5, 2025, set to expire Jun. 30, 2025

commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and our [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit grow.berkeley.edu.

Departmental Overview

Berkeley IT believes in and fosters a workplace environment where people can bring their diverse skills, perspectives and experiences toward achieving our goals through a process of critical inquiry, discovery, innovation, while simultaneously committing to making positive contributions towards the betterment of our world.

In addition, members of the Berkeley IT community have created and endorse the following values for our organization to augment and amplify the campus principles:

We champion diversity.

We act with integrity.

We deliver.

We innovate.

Voice Engineer (8302U), Berkeley IT - 71642
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=252704>

Downloaded On: Feb. 22, 2025 12:20pm

Posted Feb. 5, 2025, set to expire Jun. 30, 2025

Diversity, Inclusion, and Belonging are more than just suggestions for us. They are the guiding principles underlying how we come together, develop leaders at all levels of the organization, and create an environment that unites us. We affirm the dignity of all individuals, call upon our leaders to address critical issues with integrity and intention, respect our differences as well as our commonalities, and strive to uphold a just community free from discrimination and hate.

Position Summary

Voice Services is a part of Communications and Network Services in Campus IT Infrastructure of Berkeley IT. Voice Services is responsible for providing solutions to campus, administration, faculty, staff, and students. The unit plays a crucial role in ensuring effective communication solutions for the campus community. This position involves operation of the campus' voice and data network.

Application Review Date

The First Review Date for this job is: 08/28/2024.

Responsibilities

On-site Hardware Maintenance:

- Evaluates user and network requirements.
- Conducts basic project planning, cost analysis and vendor comparisons.
- Gathers and analyzes resource data to assist other analysts in traffic study analyses.
- Consults with users/departments to determine communication needs.
- Under the supervision of Sr. Voice Engineers, the incumbent will be required to replace hardware parts for Avaya G4XX media gateways, such as power supplies and peripheral boards.
- In addition, there will be requirements to repair blue light emergency phones.
- Quarterly proactive onsite system maintenance will be required to ensure Avaya Media Gateways are in optimum running health.
- Part of this check will require running health commands on the media gateways to see which media gateway requires servicing.

Administrative & Training

- Attend meetings, participate, and contribute to continual process improvement projects.
- Document/update telephony inventory and design documents.

Voice Engineer (8302U), Berkeley IT - 71642
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=252704>

Downloaded On: Feb. 22, 2025 12:20pm

Posted Feb. 5, 2025, set to expire Jun. 30, 2025

- Attend and complete university mandatory training.
- Attend Avaya International Users Group (IAUG) quarterly meetings.
- Fill out and submit change management forms for all maintenance.
- Attend training to improve knowledge of telephony infrastructure.

Voice Incident Resolution:

Troubleshoots moderately complex issues in data or voice distribution and access network components and electronics. Works directly with vendor/manufacturer technical support to resolve basic or routine hardware and software issues.

- Responsible for day-to-day troubleshooting of Avaya digital phones, SIP Phones, Avaya Workplace & Avaya Agent for Desktop, Analog lines, T1/PRIs, and SIP trunks.
- Updates all incident tickets in a timely manner to maintain SLA and keep customers apprised of their respective incidents.
- Develops lessons learned documentation for major incidents.
- Works with vendors, carriers, or other internal IT departments to resolve telephony incidents.
- Performs on-call rotation duties to ensure the availability of critical systems.

Voice Service Request:

Implements routine or basic communications and network system changes. Installs distribution and access electronics. Participates in the configuration and testing of basic network diagnostic tools and software.

- Resolves all service requests for onsite and off-campus locations.
- Provides timely updates to customers related to their service requests by updating and resolving service request tickets.
- Develop or update documentation related to infrastructure changes caused by MACs new office/building build-outs or major office moves.

Other:

Participates in general department project/s tasks to support the university's goals and mission. In addition, assist in the development and testing of basic network diagnostic tools and applications.

Voice Engineer (8302U), Berkeley IT - 71642
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=252704>

Downloaded On: Feb. 22, 2025 12:20pm

Posted Feb. 5, 2025, set to expire Jun. 30, 2025

Required Qualifications

- 3 years minimum experience working in large Avaya environments.
- 1 year minimum experience working with Avaya Session Manager and SIP environment.
- Knowledge in the area of local and wide area networking, communications, and related hardware and software with multiple administration tools.
- Responsible for the day-to-day operations, customer issues and moves, adds and changes requests for the campus voice network
- Basic knowledge of professional communications and network concepts in completion of assignments and resolution of issues.
- Ability to gather, organize, and analyze data in the completion of a variety of functional assignments.
- Has skills necessary to resolve issues using established parameters, escalating as necessary.
- Must be able to communicate effectively in writing and verbally.
- Basic understanding of various network hardware platforms, network related protocols and software, and related technical standards critical to the operation of interconnected networks.
- Experience working with network diagnostic and performance management tools and software.
- Must have a strong understanding of cross-connects and TDM technologies to resolve wiring problems.
- Must have a strong understanding of data cable cat5e infrastructure to resolve SIP connectivity issues.
- Must have a strong understanding of Avaya System Manager to resolve SIP configuration problems.
- Must have a strong understanding of voicemail systems to resolve voicemail issues
- Proficient with Avaya phone features to provide user-to-user phone training during MACs.
- Must have a strong understanding of data cable cat5e infrastructure to resolve SIP hard phone activation orders.
- Bachelor's degree in related area and/or equivalent experience/training.

Preferred Qualifications

- Avaya ACIS (Avaya Certified Implementation Specialist) or ACSS (Avaya Certified Support Specialist) Certification.

Salary & Benefits

This is a 100% full-time (40 hrs a week) non-exempt career position, which is paid hourly and eligible

Voice Engineer (8302U), Berkeley IT - 71642
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=252704>

Downloaded On: Feb. 22, 2025 12:20pm

Posted Feb. 5, 2025, set to expire Jun. 30, 2025

for UC Benefits.

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The hourly range that the University reasonably expects to pay for this position is \$34.77 - \$46.65.

How to Apply

- To apply, please submit your resume and cover letter.

Driving Required

- A valid driver's license and DMV check for driving record is required.

Other Information

- This is not a visa opportunity.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual

Voice Engineer (8302U), Berkeley IT - 71642
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=252704>

Downloaded On: Feb. 22, 2025 12:20pm

Posted Feb. 5, 2025, set to expire Jun. 30, 2025

orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the

[https://apptrkr.com/get_redirect.php?id=5978066&targetURL=U.S. Equal Employment Opportunity Commission](https://apptrkr.com/get_redirect.php?id=5978066&targetURL=U.S.EqualEmploymentOpportunityCommission) poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).

Referral Source Info

This job is part of the Employee Referral Program. If a UC Berkeley employee is referring you, please ensure you select the **Referral Source** of "*UCB Employee*". Then enter the employee's **Name** and **Berkeley email** address in the **Specific Referral Source** field. Please enter only one name and email.

To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS.CG_S

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

University of California, Berkeley

,