

Customer Service & Network Engineer

Full time position

- City fringe location
- South Australian's most Awarded Telstra Partner
- Business to Business – Telecommunication Industry

Data Mobility Voice is a leading 'whole of business' telecommunications provider in South Australia and is seeking a Customer Service & Network Engineer to work with the network infrastructure and other IT specific tasks related to this.

Candidates do not need specific experience in the area of IP telephony but must have a solid understanding of voice telephony principles, a drive to learn and ability to solve problems. You will work within a small team and reciprocally with other areas of the business including, sales, maintenance, installations and moves adds and changes.

The successful candidate will:

- Have the ability to work autonomously and on multiple jobs at any one time.
- Be well presented and able to work directly and fluently with the end customer to gather key data for the job at hand.
- Install, configure and maintain applications related to Ericsson / Aastra TDM and other IP telephone systems, such as Mitel, Cisco etc

Required skills:

- Prior experience on Ericsson / Aastra MD110 PABX systems, preferably within the last 3 years
- Self starter and learner with excellent problem solving ability.
- Solid understanding of voice and PABX principles, with a preference tending towards IP voice.
- 5 - 10 years experience in some sort of technical role with a recent focus in IP Telephony
- A broad based skill set will be a definite asset to this role.
- A displayed professional and friendly outlook.
- Excellent rapport and communication with customers, colleagues and managers.

Other beneficial experience:

- Microsoft AD, OCS, Exchange, VMware, Linux admin.

Although not essential, a background in IT will be highly regarded.

Data Mobility Voice offers a professional environment, good variety of work, ongoing training and development and a competitive salary.

If this sounds like the job for you, and you have the above attributes and are looking for variety and a challenge in an exciting environment we would like to hear from you.

Please email a covering letter and resume to Lyn Smith, General Manager - lyn@dmv.net.au