



## Cisco Voice engineer (m/f/diverse)

Tirana

At Lufthansa Industry Solutions, we are growing continuously and are therefore looking for a Cisco Voice engineer (m/f/diverse) for our national and international project assignments with our local customers.

As a Cisco Voice engineer (m/f/diverse), you will prioritize and manage projects from design through to implementation, testing and documentation.

### Your tasks

- Responsible for implementation, integration and technical support of Cisco Unified Communications Manager (CUCM) and/or similar platforms
- Respond to monitoring alerts to identify issues and take appropriate action to avoid service impact
- Work collaboratively with other team members
- Troubleshoot issues with CUCM, voice recording system, and gathering to vendors
- Ensure incidents, service requests and maintenance tasks are managed within customer SLAs
- Diagnose and resolve software, hardware and usage issues

### Your profile

- University Degree in engineering/(business) informatics or equivalent knowledge and skills acquired through years of relevant professional experience and further training measures
- Strong knowledge of Cisco voice network hardware and software, voice network infrastructure, voice topologies and protocols
- Overall knowledge of CTI systems and all supplementary voice services such as: voicemail, IVR, call forwarding, call barring, others.
- Knowledge of networks (architecture, routing, switching, firewall), system documentation.
- Experience in setting up and maintaining Cisco Unified Call Manager (CUCM) including strong troubleshooting, analytical, and problem-solving skills
- Strong consulting skills, flexibility and communication skills at all levels
- Fluent English
- Willingness to travel

Lufthansa Industry Solutions is a service provider for IT consulting and systems integration. The Lufthansa subsidiary supports its customers in the digital transformation of their companies. The customer base includes companies within the Lufthansa Group as well as more than 200 companies in various industries. Headquartered in Norderstedt, Germany, the company employs more than 1,800 people at several branches in Germany, Albania, Switzerland and the USA.

Please send your application to [hr.tia@lhind.dlh.de](mailto:hr.tia@lhind.dlh.de)