



**Position Title: Network Professional III**

**Position Summary**

This position involves post-sales planning, implementation and support of Cisco Unified Communications solutions and related technologies.

**Job Responsibilities:**

- Assist and lead the design and implementation of Cisco Unified Communications products such as Call Manager, Call Manager Express, Contact Center & Unity
- Perform software upgrades on existing Cisco voice deployments
- Provide administrative and end user training for Cisco voice deployments when needed
- Provide pre-sales support to Account Managers when needed
- Provide guidance & leadership to less experienced Network Analysts and Network Professionals
- Prepare client documentation including Network Designs, Network Assessments, IPT Questionnaires, Implementation Plans and Post Implementation documentation
- Assist with Managed Services Operations Center requests and trouble tickets on an as needed basis or on a scheduled rotation basis
- Local, domestic, and international travel up to 20% may be required based on projects for customer locations.

**Required Qualifications:**

- Hands on experience installing, upgrading and maintaining Cisco Unified Communications products
- Hands on experience with Cisco Routers and Switches
- Experience with installing and upgrading Cisco voice gateways
- Ability to deliver on multiple complex high priority projects and initiatives within scope, budget and timeline
- Able to work within a customer oriented, positive team environment
- Strong interpersonal, oral, visual, and written communication skills for communications to technical and non-technical staff
- Thorough understanding of telecommunications theory and voice communications

**Education**

Bachelor's Degree in Computer Science, Information Systems or equivalent experience preferred. Experience working in a team-oriented, collaborative environment, 5+ years of experience with Cisco infrastructure, including design, implementation, and troubleshooting in a mid to large sized environment, required.

**Certification**

CCNP Required. CCIE preferred.

**Work Schedule/Travel**

Standard Meriplex business hours of 8:00 AM to 5:00 PM with the ability to have a flexible schedule due to work volume and proposal deadlines are a must. Ability to travel up to 15% may be required based on project requirements; mostly within the Houston metro area as well as nationally.