

# Voice Support Engineer

## Who We Are

Burwood is currently looking for candidates to join our County of Orange Voice IT Services transition and delivery team. Orange County, CA, the sixth largest County Government in the United States, operates a diverse, complex County Government enterprise serving the constituents and public of Orange County across some 26 unique agencies and departments.

The County of Orange has undergone an extensive voice transformation project and operates an extensive set of high-performing IT systems that serve the County's 16,000 employees located across a diverse County geo-location and interface with over 3 million County residents, the State of California, the US Federal Government and numerous third-party providers and business partners.

## What You'll Do

This role gives you the opportunity to get hands on with the latest infrastructure technologies, including LAN, WAN, voice, contact center, and more. This role combines a strong passion for technology and outstanding customer service.

Your day-to-day responsibilities will include:

- Assist in deploying Unified Communications (UC) applications
- Directly answering customer inquiries by phone, email, or ticket
- Handling moves, adds and changes and well has handling escalation issues surrounding UC and voice technology.
- Working directly with customers to resolve issues relating to most common infrastructure technologies, including Network (WAN, LAN, Wireless), UC suite, and more
- Ensuring tickets are addressed and brought to resolution as quickly as possible
- Providing reporting and training to end users
- Follow direction and guidance from team leaders and mentors
- Working on-site with customers to provide technical support, setup assistance, and technical coverage for unified communications suite

## Who You Are

- You enjoy the challenge of problem solving in a technical environment
- You always have a passion for customer service and doing the right thing for the customer
- You have advanced customer service skills/soft skills and experience in handling customer relations
- You maintain a professional demeanor and have excellent communication skills in-person, over-the-phone, and via e-mail
- You pay close attention to detail in all that you do to ensure minimal risk to the environment
- You enjoy working flexible hours, working when it is necessary and taking the time off you need to ensure you're always at the top of your game
- You are a team player – honest, responsible and accountable for your work
- You love to be part of something bigger than you and work to see the team succeed above all.
- You are motivated to learn and grow in your career and can adapt to change or business needs

## The Tech Stuff

- One industry accepted professional certification such as CCNA, CCA-V, PA ACE
- Prefer experience with UC applications
- Basic level networking, including subnetting, basic routing protocols, & LAN WiFi
- Microsoft Server, Active Directory, DNS, and DHCP
- Conversational knowledge of other data center technologies such as Citrix, Load Balancers, etc.
- Direct experience working in IT Service Management, Managed Service Provider, or ISP

## The Perks

If you ask any of our employees here at Burwood “what we love”, the top answer is always the same: our culture. Our employees are driven, innovative, fun-loving, and always willing to help. In addition to that, Burwood also offers some fantastic benefits:

- 401(k) and Roth 401(k) savings plan, complete with a company match
- Unlimited vacation days
- Health, dental and vision insurance
- Life and accident insurance
- Short and Long-Term Disability coverage
- Flexible spending accounts for pre-tax healthcare and transit/parking expenses
- Access to financial planning expertise

## The Legal

This offer is contingent upon the following:

- Successful completion of background verifications and checks.
- Successful completion of a drug test to determine the presence of illegal or unprescribed controlled substances, if required by work assignment. This process must be completed within 72 hours of receipt of your drug test information.
- Completion of Employment Eligibility Certification (I-9) and providing required documents (listed on the I-9 document) for proof of current eligibility to work in the United States at time of hire or within three days of the commencement of your employment.
- Successful completion of Citizenship Verification process by providing required proof of citizenship documents. This process must be completed prior to your first day of employment in order to properly assign network access.

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- Successfully passing a background check which includes a criminal and identity background check, as permitted by law. As a condition of working on the County of Orange IT Services contract, Orange County requires contractor employees to submit to a Live Scan background check. The Live Scan requires you to report to the local Sheriff's office with the completed Request for Live Scan Service Form and also get fingerprinted. Instructions on how to schedule an appointment and point of contact will be provided to you by your manager. The Sheriff will conduct a security background check that includes, per customer requirement: "Investigation and identification of all state and federal misdemeanor or felony convictions of such individual and criminal charges pending against such individual, during the immediately preceding nine (9) years." The Sheriff will provide the Live Scan results directly to Orange County's Information Security Officer and/or Assistant CIO. If you do not meet the requirements to work on the contract, you will be contacted by your HR POC to discuss your options.