

INSTALLATION TECHNICIAN – IVR (COMMUNICATIONS)

Department : Installations
Reports to : Director of Installs
Division : Remote
Classification: Salary/Exempt/Full-time

JOB SUMMARY

The Installation Technician will work closely with customers, project managers and support staff to ensure the effective deployment of Milsoft IVR applications, as well as adding to and updating documentation to help streamline the installation process.

ESSENTIAL FUNCTIONS

1. Provides initial remote installation of Milsoft IVR software applications for new customers
2. Occasionally delivers post-sale services at customer sites including installation and upgrades to ensure that all function properly (some travel is possible)
3. Performs software upgrades and patches for Milsoft IVR software applications
4. Assists customers with custom configurations
5. Maintains current installation and upgrade notes for team use
6. Maintains regular, consistent and professional attendance, punctuality, personal appearance and adherence to relevant health and safety procedures
7. Upholds, safeguards and promotes Milsoft's values and philosophy relating particularly to ethics, integrity and corporate responsibility
8. Performs any other duties that may be necessary or assigned from time to time; such duties do not normally change the level of the job

QUALIFICATIONS

1. Excellent interpersonal, team and communication skills
2. With training, must become proficient in understanding Milsoft IVR software applications and deployment requirements and must demonstrate a high capability to communicate that knowledge to others
3. Must have some knowledge regarding Networking and network technologies and Windows Operating Systems
4. Windows security methodologies is helpful
5. Experience with VMware and clients, Telephony knowledge (analog/digital/T1 and SIP), working knowledge of programming languages and SQL Server Management Studio (SSMS) preferred
6. Experience in reading and writing XML preferred

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