

About the Position

Providea Conferencing is currently seeking a Cisco Solutions Architect to join our West & East Coast account management team. This position will work across industry sectors on the design, implementation and support of Cisco Unified Communications Management platforms as well as the core networks that they run on. The incumbent should be capable of clearly articulating the value proposition of the Cisco Unified Communications environment as it relates to voice, video and other real-time applications. The incumbent will work with the account management team—from initial customer meeting, through planning, implementation, and operation phases and will assist in ensuring smooth delivery of the solutions. The prospective candidate should have or process the ability to perform the following Pre and Post Sales activities:

- Provide senior level billable consulting services for Cisco Unified Communications solutions in the areas of planning, design and implementation.
- Provide strategic guidance and technical support to Clients and Providea Sales on all service, maintenance, implementation, and support services related to convergence voice, video, and data networks.
- Maintain an expert technical knowledge of Providea's products and services.
- Provide technical information as necessary to produce complete proposals to comply with clients' communications needs, including: :
 - High and low level design, Diagrams and Equipment Layouts
 - Equipment Lists
 - System Technical Description
 - Network Management Technical Description
 - Service Technical Information/Description
- Provide technical support or information for Providea Unified Communications products or services.
- Provide information as required within technical responses to RFPs, liaising with other colleagues within Providea as necessary.
- Ensure that all technical documentation, correspondence, meeting notes are completed professionally and filed appropriately.
- Work with our customer's executives and staff to document the current unified communications/ telephony infrastructure, understand the requirements to support a Cisco unified communications solution and make infrastructure upgrade recommendations.
- Perform workshops and meetings to understand the unified communications requirements based on the customer's current needs and new features required from the new solution.
- Perform vendor product fit/gap analysis based on customer requirements
- Develop high-level design, hardware list, and budgetary pricing.
- Conduct meetings or workshops to develop low-level design, project plan, and final pricing.
- Assist and/or lead the staging of the unified communications equipment and subsequently install, test and receive solution acceptance signoff from the customer.

- Train end users on equipment features and functions.
- Conduct internal technical forums, as stand-alone activities, or as part of a specific training course, for both internal staff and customers, as deemed necessary by the manager
- Provide leadership and mentoring for less experienced staff

About the Incumbent

Technology Expertise:

- Five to seven years of experience in delivering complex Cisco data and voice technical solutions including planning, development, rollout and support experience with converged systems.
- CCNP - Voice or CCIE Voice certification
- In depth experience with the Cisco Unified Communications portfolio (CUCM 8.X, Unity Connection, Session Manager, etc)
- Experience and certifications for Cisco Telepresence
- Experience with network design, including advanced routing protocols, first-hand experience with router configuration, QOS,
- Experience with Active Directory, Exchange and Microsoft core infrastructure technologies
- Knowledge of the following Microsoft technologies: Lync, OCS 2007, Live Communication Server and Exchange 5.5, 2000, 2003 and 2007 with Unified Messaging is a plus
- Experience with Call Center and IVR systems

Skills/Experience/Qualifications:

- Mandatory US Citizenship or Green Card required
- Posses a consultancy approach with a both a business and technical focus. Able to bring commercial and technical issues to a optimal business solution for large client requirements
- Able and willing to travel frequently within North America and potentially international locations.
- Excellent Inter-personnel and communication skills, including high level presentation skills to board level executives
- 5-10 years experience in a network design role within the Network Integration, Outsourcing, Telecommunications and Voice services, or IT Consulting industry.
- Excellent interpersonal skills and good Business and administration skills.
- Individual should be a Team leader and have development skills. Ability to work remotely from the rest of the team while purporting with and working in a team framework. Excellent written, oral communication and presentation skills. Effective time management skills.
- Ability to work weekends and/or off hours as necessary to meet clients' needs. Travel as required to support projects.
- Understanding of the industry, market, customers, competitors, suppliers, partners and capabilities of the business.
- Professional, business-focused attitude and courteous manner towards clients, partners, and peers