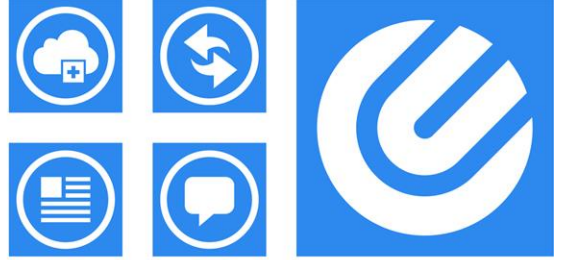


Job Description Senior UC Consultant Voice Specialist



Job Title	UC Consultant
Context	To provide technical and customer engagement skills as part of project delivery for Applicable and Applicable customers. The UC Consultant role is a wide ranging and tiered role allowing and encouraging development of individuals within the role.
Reporting To	Professional Services Manager
Reports	None
Main Duties	<p>Primary activity to work as part of Project Delivery with a PMO Project Manager (PM) to delivery projects for Applicable and Applicable Customers. More senior members of the team will be expected to fulfil all Professional Services roles below, while entry level UC Consultants will deliver Project Consultant and Build Engineer roles prior to being supported into the more senior high-level roles.</p> <ul style="list-style-type: none"> • Pre-sales Technical Design Authority (TDA) <ul style="list-style-type: none"> ○ Own the proposed solution, obtain validation from Service Design and / or Service Operations as required. • Project and Roadmap TDA/Design Authority (DA) <ul style="list-style-type: none"> ○ Own the project technical design, and technical risk, issues and constraints. ○ Technical interface and lead to Partners and Customer. ○ Support the PM through all stages of the project. ○ Own process and procedural development required for continual improvement and development of new services. • Project Leader/Owner: <ul style="list-style-type: none"> ○ Own simple projects including PM activity including but not limited to PID, planning and forecasting, design, scope, schedule, resourcing, budget, risk, quality, change, stakeholder management. • Project Consultant: <ul style="list-style-type: none"> ○ Perform complex technical consultancy. ○ Lead customer towards standard product offerings. ○ Support Business Partners in understanding standard product offerings. ○ Technical Gap analysis. ○ Participate in temporary on-call rota to support the projects during key phases such as Change, Testing, UAT, Go-Live and Early Life Support. ○ Perform complex technical consultancy (80% of the role), primarily focussed on delivering complex Enterprise Voice ○ Lead Microsoft Skype for Business projects owning: <ul style="list-style-type: none"> ▪ Complex multi datacentre design and implementation including: <ul style="list-style-type: none"> • Skype deployments greater than 1000 users in a multi datacentre deployment • Use of modality design • Multi Server design and implementation for high availability and disaster recovery



	<ul style="list-style-type: none"> ▪ Enterprise Voice enablement <ul style="list-style-type: none"> • Design of all components associated with Skype and Voice (Dial Plans, Voice Policy, PSTN Gateway, SIP Trunking) • Complex SIP debugging • SIP Endpoint debugging ▪ Experience of Integration into Unified Messaging / Voice Mail platforms ▪ Experience of Connectivity to multi-vendor voice platforms such as Avaya ○ AudioCodes SBC <ul style="list-style-type: none"> ▪ Complex design and build of Audiocodes SBCs, MediaPack, and gateways ▪ Interfacing to Skype for Business ▪ Experience of licencing ▪ Experience of debugging SIP sessions to/from Audiocodes SBC ○ Experience of High Availability implementations ○ Experience of Disaster Recovery planning and testing ○ Appreciation of: <ul style="list-style-type: none"> ▪ Microsoft Active Directory <ul style="list-style-type: none"> • Complex Design and implementation • Forest design • Directory Synchronisation • DNS design, implementation and build • Group Policy design, implementation and build ▪ Microsoft SQL Server ▪ General datacentre networking ▪ Office365 Skype Online ▪ Office365 Phone Systems ▪ Cloud PBX / Calling plans ○ Bonus Skills <ul style="list-style-type: none"> ▪ Office365 Skype Online ▪ Microsoft Teams Direct Routing ▪ Microsoft Office365 Phone System ▪ Other brand Session Border Controllers ▪ Other brand SIP based Phone Systems • Build Engineer: <ul style="list-style-type: none"> ○ Build, commission, test, and deploy technical deliverables. ○ Understand and deliver to Applicable processes and service designs. ○ Own Operation Acceptance Criteria and ensure they are delivered to customer and Service Operations requirements.
<p>Day to Day Activity</p>	<ul style="list-style-type: none"> • Execution of any information security activity as guided by your line manager or by the Information Security function in Service Design. • Exemplify Applicable’s project delivery and service culture.

	<ul style="list-style-type: none"> Other duties as directed by your manager from time to time. 	
Technical Skills and Qualifications	Entry Level	Microsoft Server Exam Microsoft SfB Exam Demonstrably PowerShell ability Ideal Experience: Working on an existing Lync project within a project team.
	Mid-Level	MCSA Windows Server or MCSA Cloud Platform Ideal Experience: At least 2 Lync projects delivered from end to end. Some EV Experience.
	Senior Level	MCSE Server Infrastructure or MCSE Cloud Platform & Infrastructure Microsoft Communication MCSE Ideal Experience: At least 3 large scale EV projects.