

## Job Description

Unified Communications Team Leader  
- APAC



JOB TITLE	Unified Communications Team Leader - APAC
REPORTING TO	APAC Regional Manager
MAIN DUTIES AND RESPONSIBILITIES	<p>The leader of the APAC Unified Communications team. This team delivers exceptional technical service to ensure our customers' enterprise communications services are ready to help achieve their business aims, whether served from the Applicable private cloud, or via cloud, hybrid, and on premise infrastructures.</p> <ul style="list-style-type: none"> <li>• Develop, manage and support the APAC Unified Communications team</li> <li>• Work closely with the Unified Communications Team Manager to deliver work within region</li> <li>• Incident Management</li> <li>• Deliver technical services to customers across all geographies using Applicable's ITIL framework, including incident, problem and change management</li> <li>• Ownership of the technical solutions for assigned customers</li> <li>• Collaborative teamwork both within the global Unified Communications Team and across other global teams to resolve technical incidents and problems</li> <li>• Knowledge sharing</li> <li>• Security management to ISO270001 standard</li> <li>• Technical support delivery to the project management office</li> <li>• Develop and maintain technical design and process documentation</li> <li>• Participate and lead continual service improvement initiatives</li> <li>• Maintain certification and industry awareness of infrastructure technologies and trends</li> <li>• Participation in an on-call roster</li> </ul> <p>Other duties as directed by your manager from time to time</p>
EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITIES	<p>You will have experience in leading a team or as a senior engineer delivering support or projects ideally in a large enterprise or service provider environment. Depending on your skills and experience, you will possess a broad skill set progressing to Subject Matter Expert level of knowledge in relevant unified communications technologies.</p> <ul style="list-style-type: none"> <li>• Good experience in Unified Communications support (Teams /SfB / Lync / OCS), including deployment and configuration of instant</li> </ul>

	<p>messaging, presence, audio-visual and web conferencing and familiarity with policy management</p> <ul style="list-style-type: none"><li>• Technical support and/or engineering with a primary focus on Teams or Skype for Business</li></ul> <p>Knowledge:</p> <ul style="list-style-type: none"><li>• Role Relevant Microsoft Associate or Expert certification</li><li>• Enterprise Voice, SIP Trunking, PBX/Gateway (Audiocodes, Sonus, Squire) integration</li><li>• Call Quality Management for Skype for Business and Teams including tools such as Unify 2 Powersuite.</li><li>• Media flows in Skype for Business and Teams including Direct Routing</li><li>• Understanding of Networking</li><li>• Understanding of Cloud Management</li><li>• Understanding of supporting technologies such as PKI, Active Directory, DHCP</li><li>• ITIL certification</li><li>• Understanding of ISO270001 controls</li></ul> <p>Skills:</p> <ul style="list-style-type: none"><li>• Excellent customer service and customer facing skills</li><li>• Good external-facing and presentation skills</li><li>• Creative and with the courage to act with integrity</li><li>• Evidence of certifications relevant to Applicable's chosen market</li><li>• Excellent written and verbal communication to internal and external stakeholders</li><li>• Expert-level incident and problem management by independently troubleshooting and technically managing complex incidents and problems through to resolution</li><li>• Scope, manage and technically drive minor projects based on customer requirements</li><li>• Understand the latest role-relevant technologies, through independent study, lab work, and awareness of the market</li></ul> <p>Abilities:</p> <ul style="list-style-type: none"><li>• Demonstratable commitment to achieving value for our customers</li></ul>
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	<ul style="list-style-type: none"><li>• Ability to lead a team, inspire desired behaviour in others and represent management</li><li>• Self-motivation and ability to motivate a team to continually grow and improve</li><li>• Demonstrate effective and efficient collaborative teamwork</li><li>• Prioritise, plan, assign and supervise the work of others</li><li>• Seamlessly cross-skill in different technologies and platforms</li><li>• Effectively work under pressure</li><li>• Effective and efficient collaborative teamwork</li><li>• Exceptional ability to understand technical and business requirements</li><li>• Champion continual service improvement initiatives (including technical support processes) throughout service operations</li><li>• Analyse, organise and prioritise work while meeting multiple deadlines</li><li>• Maintain effective working relationships across teams</li></ul>
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