Technical Architect

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Company: LoopUp

Location: United Kingdom

Category: computer-and-mathematical

Role: Technical Architect Location: Remote   Type: Full-Time Start Date: May 2024 Min-Experience: Senior Level Package: GBP 85k + on target bonus + pension + health scheme Application process: CV plus cover letter About LoopUp The way we work has changed forever. Since the start of the COVID-19 pandemic every employee, regardless of location, job function, or seniority, has experienced a change to the way they work. After almost 2 years of this 'new normal', it's clear that hybrid, technology-driven work is here to say. To survive - and thrive - companies need to embrace the best new technologies that drive the future digital workplace. That's where LoopUp comes in. LoopUp helps enterprises move their global communications into the cloud, which promotes flexible working for employees, increased productivity, and reduced complexity/cost. Our solutions include cloud telephony for Microsoft Teams Calling and premium remote meetings, all delivered over our own global voice network and as a fully managed services supported from 11 offices around the world. Our cloud telephony solution for Microsoft Teams Calling is truly differentiated offering in a market that is top-of-mind for IT Decision Makers. Our industry leading regulatory coverage, global voice platform and deep Microsoft expertise mean we are well placed to win business with large multi-national organizations across the world. LoopUp has built a reputation for quality solutions, premium service and reliability over the past 18 years and more than 5,000 organisations around the world use LoopUp's global voice network - from major multinationals to fast-growing SMEs, public sector bodies and professional services firms. We're a fresh, energetic company with a vibrant culture. At LoopUp, people work hard, and you very much get out what you put in. We're a

meritocracy. If you work hard and do well - with our help and support - there are no limits to your speed of progress. We're on an exciting journey, and we invite you to apply to join us for the ride.   About the role We're looking for a Technical Architect to join our Global Network Operations & Engineering team. Upon joining, you'll participate in intensive training - both on-the-job and dedicated - covering all aspects of the company and our proposition. The Technical Architect role is responsible for the implementation and configuration of projects. There will be a variety of project activities from design, deployment and remediation as well as supporting escalated complex Carrier / Telephony issues.   Technical Skills & Experience Required Adcanced knowledge of open source telecommunications software such as Kamailio, Asterisk & FS Strong knowledge of SIP, SDP, RTP & SRTP Deep knowledge of Linux systems, networking and tools Understanding of standard audio codecs and troubleshooting media sessions VoIP systems built on Kamailio Scaling cloud communications systems & infrastructure Experience designing, troubleshooting and configuring VoIP systems Demonstrated expertise in VoIP engineering and administration Robust troubleshooting abilities and adept problem-solving skills within VoIP environments Experience with SBC, PBX for real-time communication applications Experience developing, deploying and operating VoIP monitoring, reporting and alerting systems Linux/Unix understanding and ability to navigate through a system, review logs, etc. Experience with virtualization and cloud computing Experience of both Carrier and UC & C Networks Understanding of general networking ideally Cisco routing and switching Linux and Database knowledge highly desirable Designing, configuring, and troubleshooting VoIP systems Implementing and optimizing open source-based VoIP solutions - Redhat / CentOS / Ubuntu Collaborating with cross-functional teams to integrate VoIP systems with existing network infrastructure Providing technical expertise and support for VoIP-related issues Contributing to the development of innovative VoIP solutions and services   About you Strong verbal skills (including presenting) to be able to articulate the value of Cloud Communications at multiple levels Excellent written communication skills for design, planning, and project documentation Confident, credible, and authoritative demeanor - to 'shape' a project and influence customers and stakeholders Experience dealing with customers and business stakeholders, at all levels Ability to work as part of a team across the time zones Ability to manage more than one project at a time Ability to knowledge share amongst the wider technical teams Desirable Experience and Qualifications 5+ years experience in Senior Voice Engineer / Architect Role MS700 / MS720 / MS740 SBC vendor qualifications (Dialogic, Ribbon) Experience working with global multi-

national carriers Previous experience in a similar role   Next steps Please respond with your CV and cover letter – outlining why you are applying for this position. We will reach out to selected candidates to invite them to interviews. LoopUp is proud to be an Equal Opportunity employer. We do not discriminate based upon race, religion, color, national origin, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender, gender identity, gender expression, transgender status, sexual stereotypes, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics. We also consider qualified applicants with criminal histories, consistent with applicable federal, state, and local law. LoopUp is committed to providing reasonable accommodations for candidates with disabilities in our recruiting process. If you need any assistance or accommodations due to a disability, please let us know at hr@loopup.com. Powered by JazzHR

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