

Sr. System Engineer

Experience : 4-8 Years

Qualification : B.Tech, BCA, B.Sc

Location : Gurugram

Responsibilities:

- Experience in troubleshooting, deployment of IVR, IBD, OBD (Asterisk PRI/SIP infra) and other telecom related products.
- Experience in Linux(RHEL/CentOs), Shell/PHP Scripting.
- Working knowledge of Mysql queries and optimization.

Secondary Skills Required:

- Strong technology and analytical skills
- Excellent organization, communication, and documentation skills. Strong verbal and writing skills.
- Hands-on experience on configuration/management/automation tools, such as Git, Ansible, Jenkins.

Brief Job Description:

- Deployment of new Voice Asterisk servers, templates.
- Integration with telecom operators over PRI or SIP.
- Troubleshooting IVR, IBD, OBD, Missed call related customer issues.
- Manage timelines, product releases, and track bugs with engineering team.
- Interaction with telecom operators for issue resolution.
- Troubleshooting linux, mysql related issues.
- Automation of tasks using scripts.
- UAT of released product/features.
- Conduct session on new releases with internal teams.