

## **System Engineer/Specialist (m/w/d) - Avaya Aura**

Our client is the leading system house for corporate communication and digitalization in the German market with currently around 500 employees. Their success is based on the solidarity of their teams as well as their cooperatively thinking and acting.

They implement customer-specific solutions using technologies from the world's leading UC and IT providers as well as a professional service portfolio. In order to provide the growth, we are looking for a systems specialist/engineer.

**Job location:** Berlin, Cologne, Stuttgart, Düsseldorf or Frankfurt

### **Job description:**

- Implementation, commissioning and 1st and 2nd level support of Avaya Aura communication systems and applications
- Processing incidents and service requests
- Participation in technical acceptance tests
- Technical support for the presales area
- Creation and maintenance of documentation
- Participation in workshops
- Participation in the on-call service

### **Requirements:**

- Academical degree in Information Technology / Engineering / Telecommunications or equivalent
- Working experience in ICT sector
- Experience in implementation, commissioning and support of Avaya Aura Core components such as System Manager, Session Manager, Communication Manager, Media Server
- AVAYA Certifications (ACIS, ACSS) in the field of Implementation & Maintenance desirable
- Good knowledge of LAN, WAN and VoIP (QoS / DiffServ)
- Know how in dealing with Microsoft Windows Server operating systems and in virtualisation environments (VMware and Hyper-V), data centers, infrastructure, cloud applications
- Knowledge of the operating systems Microsoft Windows and the Microsoft Office products
- Analytical skills, independent and structured working methods, creativity and affinity for the new topics of digitization
- English language skills in spoken and written or very good German skills
- Driver's license class B and willingness to travel
- Willingness to relocate to Germany

If you believe you meet the criteria to apply for this role, please send us your detailed CV to [application@irp-recruitment.com](mailto:application@irp-recruitment.com).

### **Contact person**

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