Job ID: RK032513A
Job Title: CPE Voice Engineer
Degree Requirements: High School Diploma or Equivalent
Type of Position: Direct Hire
Location: Northwest Atlanta, GA Area
Salary Range: $66K - $85K Depending On Your Experience and Expertise
Travel Required: <15%

Our Northwest Atlanta, GA area client has an **IMMEDIATE NEED** for a **CPE Engineer** to build, test, and support CPE device configurations against the Broadsoft Platform. You will work with different departments developing procedures for certifying CPE devices, supporting customer deployments and providing Tier 2 support for deployed devices.

The **MUST HAVE REQUIREMENTS** of this position are:
* High School Diploma or Equivalent
* Strong knowledge of voice protocols: Session Initiation Protocol (SIP) & Real-time Transport
  Protocol (RTP)
* Strong knowledge and experience in Transmission Control Protocol / Internet Protocol (TCP/IP)
* Be highly experienced with Voice CPE Devices
* Be Quality of Service and Customer Service focused
* Have the ability to work with little direct supervision

PLUSSES in this position are:
* College or Technical School diploma
* Broadsoft Certification
* Strong knowledge of Packetcable & Voice over Docsis
* Strong knowledge of Broadsoft based VOIP architecture

Reporting to the Voice Engineering Manager, your **RESPONSIBILITIES** include but are not limited to:
*Write CPE Certification documents that covers configuration, testing and troubleshooting for CPE
  devices
* Develop & update CPE test procedures & plan
* Testing CPE devices per developed test plan
* Testing interoperability against Broadsoft voice platform lab & production
* Testing interoperability with voice provisioning lab & production
* Develop configuration & training documentation for CPE devices
* Provide tier 2 support for deployed CPE devices
* Support Commercial Voice MSOs
* Evaluate & recommend equipment or configurations for specific customer applications
* Handle escalated tickets for all CPE related items
* Troubleshoot eMTA devices (Arris, Cisco/SA, Motorola)

If you meet these requirements and wish to be considered for this position, send your résumé to us in a Word document at Resumes@PinnaclePlacementGroup.com mentioning the **Job ID** and the **Job Title** in the subject line of your email.

In your email or cover letter, please provide us a short narrative detailing your experience and expertise as it applies to this position.   Also, please provide us with your MINIMUM salary requirements.

KEY WORDS: CPE Engineer, telecom, Broadsoft, MSO, Arris, Motorola, AT&T, Comcast, Scientific Atlanta, Cisco, Session Initiation Protocol, SIP, Real-time Transport Protocol, RTP, Transmission Control Protocol / Internet Protocol, TCP/IP, Docsis