Systems Analyst – VOIP Technical Support

Benefits:
- Competitive compensation
- Medical, Dental, and Vision insurance
- 401(k) Retirement Savings Plan with substantial company match
- Life and Travel Insurance
- Tuition Assistance
- Wellness Reimbursement Program
- Paid Holidays and Vacation

What is a Systems Analyst – VOIP Technical Support?
This role is within the Information Technology Technical Support group which supports the company’s Telecommunications and Information Technology infrastructure including VoIP telephone administration, contact center system support, voice & data communications and unified communications.

What does a Systems Analyst – VOIP Technical Support do?
- Deploy and manage VoIP and communications infrastructure (servers, phones, analog gateways, phone cabling infrastructure)
- Support our customer contact centers and unified communications applications (Atos/Unify)
- Interact with our voice and network carriers
- Work collaboratively with other internal and external resources to ensure VoIP infrastructure meets corporate standards
- Implement and support our VoIP deployment to electric substations and gas regulator stations
- Investigate modern solutions to legacy applications
- Think critically and creatively to determine solutions to complex user requirements

What does it take to be a Systems Analyst – VOIP Technical Support?
Required:
- Associate’s degree in Information Technology
- Proven track record in application and infrastructure support. This is not an application programming or helpdesk position.
- Must be able to implement specialized computer based projects either working alone or as a member of a team
- Ability to work with internal customers and outside vendors to resolve application and connectivity issues using relevant tools and utilities
- Must be able to work with minimal supervision, adapt to a variety of assignments, and work well under pressure
- Well-developed written/verbal communication skills, planning and organizational skills
- Callout coverage on a rotating basis on nights and weekends, and storm duty if warranted

Preferred:
- Bachelor’s degree in Information Technology
- Experience with VoIP, Unified Communications, SIP trunking, Unify OpenScape Contact Center, and ASC Neo in the electric and/or gas utility industry
- CompTIA Server+, Microsoft MCSA, or Cisco CCNA certification
- Experience with telecommunications architecture, Genesys IVR, Wireshark, Windows Server, VMWare, SQL, and Linux
- Experience in cost control, cost reductions, and returns on investment justifications

Please go to www.centralhudson.com/employment. Click the “Search Career Opportunities” button. Follow the directions to submit an application and upload your resume for the desired position. Applications sent via e-mail and US Mail will not be accepted. No phone calls or agencies, please. All replies will be held in strict confidence.

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or protected veteran status. Central Hudson Gas & Electric Corporation takes affirmative action in support of its policy to employ and advance in employment individuals who are minorities, women, protected veterans, and individuals with disabilities.

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