

Mitel MiVoice Business and Mitel 3300 Solutions Architect and Engineer

CNP Technologies has been helping clients Build, Manage, and Protect their mission-critical IT systems for over 22 years. We boast a deep bench of tenured engineers and long-term employees, many who have been an integral part of CNP since the beginning. Being part of CNP means being surrounded by passionate and innovative thinkers who are focused on both elevating our employees and delivering long-term customer success in Unified Communications, Data Center & Network Infrastructure, Cloud Services, and Network & Data Security.

CNP Technologies is seeking highly motivated Solutions Architects and Engineers to support CNP's growing **Mitel MiVoice Business and Mitel 3300 systems** customer base. This team is responsible for creating positive customer outcomes and results for our existing and new clients by providing outstanding Unified Communications support. CNP has been an award-winning top 5 partner for Mitel for over 20 years. One of the highest volume sales and support dealers nationally, we deliver new systems, support, and administration for over 1000 clients.

Essential job functions within this team include:

- **Solutions Design and Development** – Solutions design and architecture for new and existing MiVoice Business and Mitel 3300 telephone systems
- **Professional Services** - Professional services associated with the implementation and support of MiVoice Business and Mitel 3300 projects and products sold by CNP
- **Tier1 Support and Help Desk Services** - Tier 1 and 2 support cases for Mitel solutions and services via telephone, email, chat and/or remote access to customer systems
- **Managed Systems Management and Administration** – Outsourced Mitel systems administration including help desk, moves, adds and changes, carrier services support and call center integration
- **Systems Upgrades, Maintenance and Repair**

Job requirements and prerequisites:

- Experience supporting/installing Mitel 3300 and MiVoice Business systems – any relevant certifications will be considered
- Understanding of LAN/WAN topologies, TCP/IP protocols and network routing/switching fundamentals.
- Excellent written and verbal communications skills
- Easily comprehend data and voice infrastructure in different environments
- Ability to work in a broad team with engineers and other staff to understand technical language directly related to Mitel systems
- Ability to communicate technical information to non-technical customers and prospects