

Engineering Analyst

Overview

The right candidate will join the CTO and his team as an engineering analyst. You will be responsible for developing and delivering new services on our platform. This will include performing the early gap analysis, exploration with low-cost or no-cost prototypes, and finally getting supplier quotes, building business cases, and delivering services.

Responsibilities

- Usability Analysis: Really understand what our customers find valuable and ensure this is clearly articulated throughout the chain of delivery.
- Technical architecture: Design a solution to a customer requirement with an appropriate level of service richness, robustness, scalability that is profitable and supportable.
- Life Cycle: You will be involved at every part of the life cycle, from inception to operational readiness testing, and for smaller projects may be responsible for all tasks.
- Process architecture: You will consider the support, administration, billing, security, fraud processes necessary to run the service well, and where possible automate tasks to reduce human error and improve efficiency.
- Supplier Management: Ensure suppliers are well briefed, and that costs, milestones, tests are well understood.

Personal Qualities

- You must be intellectually bright - you are either a graduate, or graduate calibre. This role will require a high level of abstract thought, and the ability to hold many variables in your head at once.
- You must be adaptable: The joy of this company is that everybody, "chips in" - the boundaries between roles are often soft, or contain gaps.
- Deliver: You must have a track record of delivery, and the pragmatism to understand which of quality, time or money to trade when compromises are called for. You must also have the skills to contribute directly at a technical level, as there are no off-the-shelf solutions for many of the services our customers demand.
- You must be methodical, and understand the benefit of a rigorous scientific approach.
- Your communication skills must be flawless: You must have fluent written and spoken English.
- Your risk assessment must be excellent: You must clearly list, and mitigate important risks as early as possible.

Knowledge

- You must know one or more of the following subject matters at both a design and hands on level:

- VoIP: If you aren't an expert, you must have the capacity to become an expert in a short period of time
- PSTN: General knowledge of the elements involved in a call, ISDN, SS7, GSM, 3G knowledge helpful but not critical. The majority of calls still originate and terminate from PSTN in the world.
- IP: knowledge of routing, NAT, DHCP, WiFi, and strategies for providing QoS at the CE router. BGP is helpful. Detailed MPLS is also helpful but not critical.
- Telecoms process: a great service is nothing if it can not be consistently and repeatedly ordered, supported, changed, upgraded, backed up, billed etc.
- Analysis: If you have SSADM, ITIL or similar - great. But it's important the approach isn't dogmatic. It's important you understand the principles behind the detail so that you know when it may be appropriate to vary the approach.
- Project Lifecycle: If you have PRINCE2 - great. But it's important the approach isn't dogmatic. It's important you understand the principles behind the detail so that you know when it may be appropriate to vary the approach.

How To Apply

Before you send a CV, please only apply if you can complete the qualification task. If you supply a CV without attempting the task, your CV will not be reviewed. This task is deliberately hands, as a pure architect or project manager will not be effective in this role.

- Create an externally accessible voice server that we can register a client against.
- Whilst we can use Skinny, MGCP and SIP, you will find it easier to use SIP.
- Authenticate with:

```
user = 02079460000@"your external ip address"
realm = "your choice, and can be left blank"
pass = "your choice, but don't leave it blank"
```

- Before you contact us - satisfy yourself that you can register a SIP client on the private LAN.
- If you can only get external registration partially working - that's fine, document what you did and give some idea of where you think the problem might be, and send together with your CV.
- If you can demonstrate a working external registration - send us the details
- If you not only have external registration working, but can also deliver phone calls - you are probably already running your own VoIP company!