



Job Posting

Location: Rocklin, CA

Job title: Voice Implementation Project Manager

Reports To: Director of Implementation

Type of Position:

Full-time

Salary: DOE

Posting Period:

Until filled

Purpose of Position

The Voice Implementation Project Manager is responsible for the planning, data collection, and implementation of voice orders for business markets. The VIPM coordinates the service delivery process from customer signature through customer acceptance of delivered services.

Essential Duties and Responsibilities:

Work with the customer point of contact as well as internal Wave Broadband teams to develop and execute the implementation plan and then coordinate with the Customer, Wave Broadband Network Provisioning teams, Field Forces and the VoIP Engineering to close out the order. The VIPM will be the main point of contact for communications with customers, sales and implementations.

- Perform as the lead individual responsible for complex VoIP (SIP/PRI) and Hosted PBX service activations.
- Communicate with the customer, manage expectations, and deliver an exceptional customer experience during the service delivery process.
- Project manage service delivery process for business voice as well as deliver on the service delivery implementation plan.
- Manage service delivery resources in the process, including scheduling and coordination with other teams.
- Record customer requirements and design call flow and required system features/functionality
- Work with the customer to design and test IP layer communication between the Wave Broadband Hosted PBX Core elements and the customer LAN/WAN (routers, layer 2/3 switches, etc.)
- Verify call processing, call routing, feature interaction and overall Hosted PBX platform functionality at service activation.
- Facilitate response to customer's technical questions associated with Hosted PBX feature functionality, portal operation, call flows and overall solutions design.
- Work with and manage Customer, Customer Vendors, Network Engineering, CO, Field Services Technicians and Repair resources to successfully design, configure, and implement complex VoIP solutions.
- Effectively manage internal and external resources; establish and maintain processes which prioritize work load based on business objectives.
- Responsible for all decisions regarding procedural and technical considerations required to complete Hosted PBX product implementations.

Required Skills:

- 3+ years Telecommunications or VOIP experience
- Working knowledge of Voice over IP technology
- Ability to manage multiple priorities simultaneously
- Ability to communicate complex technical terms and situations to technical and non-technical individuals
- Significant focus and follow-through with a high attention to detail
- Strong verbal and written communication skills
- Excellent customer service

- Working knowledge with Microsoft Office (Word, Excel, Visio, Project, etc.)

Diverse Workforce / EEO:

WaveDivision Holdings (WDH) recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. WDH requires a drug test, background check, employment, and education verification as conditions of employment. WDH is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non-job related handicap or disability, or any other legally protected status.

To Apply:

Interested candidates may send a cover letter and resume to hrmgr@wavebroadband.com (please include the job title and location of the position applied for in the subject line of your email)