



**Are you a highly-motivated and versatile ShoreTel Technician who also has solid experience in troubleshooting and installing ShoreTel phone systems? If so, please read on.**

**Business Communications Solutions (BCS)** is a leading provider of business telephone systems, IT networking and voice and data cabling. Don't let the name fool you because as technical as BCS might sound, the work environment is fun and the staff has got a great sense of enthusiasm and team work!

BCS is looking for a **ShoreTel Engineer** who has experience working in the field with Toshiba and/or ShoreTel's IP PBX phone system. We have an amazing customer service team and seek an outstanding individual who is not only technically knowledgeable with the equipment, but an individual who takes initiative and communicates well with team members and clients.

#### **What Is In It For You?**

- Pay Range: \$20-\$50/hour
- Medical, Dental & Life Insurance
- 401K
- Paid Vacations & Holidays
- Performance-based Bonuses
- An exciting and friendly atmosphere
- Great location in Orange County

#### **What Experience You Need:**

- **Minimum 2 Years of Hands-On Field Experience** Programming, Installing, and Troubleshooting of Toshiba and ShoreTel IP PBX Phone Systems for single site and multisite environments
- Experience with Toshiba and/or ShoreTel ECC and Mobility Applications
- Installation & Troubleshooting Experience w/ phone system applications
- Minimum 2 Years experience with IP Telephony
- Intermediate Networking Skills
- Documenting work on Tickets/Service Orders
- Voice and/or Data Cabling
- Excellent communication, implementation, managerial, multi-tasking, organizational and documentation skills
- Ability to work independently AND within a team environment
- Ability to maintain, replace, and diagnose hardware and software issues

#### **What Skills You Need:**

- Troubleshooting
- Detail-Oriented in Work Ethic & Documentation
- Motivation and Willingness to Learn
- Organization and Time Management to work on several Service Tickets a day
- Excellent Customer Service Skills

- Ability to troubleshoot problems
- Follow procedures

#### **What You Will Be Doing!**

- Daily Field Work: Installing, Programming, Troubleshooting, and Implementing Toshiba and ShoreTel Systems for new and existing clients
- Maintaining, Updating, and Upgrading Toshiba and ShoreTel phone systems and applications
- Training Clients
- Customer Service Calls
- Filling out all paperwork & documentation for all projects
- Conduct site evaluations and determining project requirements
- Troubleshooting problems reported by customers

#### **It's A Plus If You Have:**

- ShoreTel Technical Certifications for ECC and Mobility
- Hands on Experience w/ Cisco (BE6K/Call Manager) Phone Systems
- Cisco Certifications (CCNA, CCVP, CCIE, etc)
- IT experience - Network Administrator/Engineer background

This is a great opportunity to join a leading telecommunications company. At BCS, you'll have the chance to learn and grow with a team with over 10 years of experience.

Please email your resume with the position in the subject area and any questions you may have to:  
**supportresumes@bcscsconsultants.com**