

## Sr. Microsoft UC Consultant

EDCi provides infrastructure and call center technology services and solutions to clients throughout Wisconsin and the Midwest. Through our partnership and certifications with leading technology providers including Citrix, Cisco, Genesys, IBM and Microsoft, our customers receive the highest quality of product and service the industry has to offer.

This candidate will provide consulting and implementation of Microsoft communication applications including Teams/Skype for Business Server with Enterprise Voice, both on-prem and in Office 365. This individual will consult and implement supplemental Microsoft applications such as Microsoft's Office 365 EMS suite with MDM and Intune/Windows Endpoint Manager, Security (Azure DLP/AIP, Advanced Threat Protection solutions), and Azure Infrastructure as a Service projects.

When you join the EDCi team, you'll receive many perks, including:

- Funded Training
- Bring Your Own PC Policy (BYOD)
- Cell Phone Reimbursement
- Casual Attire
- Work-Life Balance
- And many more!

### Responsibilities

- Implementation experience with the following collaboration tools: Microsoft Teams, Microsoft Lync/Skype for Business, Microsoft Teams, Video and Mobility
- Office 365 services including Azure AD Connect, Intune, Azure AIP and DLP
- Consulting with customers in Microsoft solutions—leading Microsoft workshops, advising on features/functions of solutions, eliciting requirements from customers, providing alternatives to customers within Microsoft and EDCi's solutions
- Gateway and SBC installation, configuration and troubleshooting experience (Audiocodes preferred)
- Experience in migrating from Exchange on-premises to Office 365 or Office 365 Tenant to Tenant using native and 3rd party tools
- Implemented projects involving Exchange and complementary applications for compliance, hygiene, archiving, and unified messaging
- Mobility integration (Office365 Enterprise Mobility Suite)
- Experience migrating from non-Exchange messaging systems to Office 365
- Experience configuring and working with Azure IaaS services
- Proficient with configuring AudioCodes, SBCs and SBAs
- Experience planning, designing, installing, customizing, testing, documenting and training project solutions to ensure the customer is satisfied with the outcome of the project
- Work closely with the Project Manager and other implementation team members to deliver a solution.
- Ability to work alone as an individual contributor or as a participant in a team environment
- Willingness to participate in rotating schedules and share on-call duties

- Establish and comply with best practice processes
- Must have the ability to operate with minimal supervision and effectively communicate with both internal and external customers
- Excellent interpersonal skills including: verbal communication, written communication, team focus/collaboration
- Ability to balance both support and project work; able to meet project milestones
- Proven ability to successfully deliver projects, meet project milestones and communicate issues/risks
- Write system documentation, operating procedures, administration procedures
- Willingness to acquire specialized technical certifications

## Essential Skills & Qualifications

- BS preferred, Associate's degree in IT-related field required
- Experience consulting in Microsoft solutions with customers
- Experience implementing Microsoft solutions with voice
- Advanced knowledge of Microsoft Teams, Skype for Business, Lync and OCS
- Extensive knowledge of the Microsoft O365 stack/Azure
- Experience configuring/implementing enterprise voice/gateways
- Microsoft certifications are a plus
- 5 years of hands-on Microsoft voice experience
- Excellent verbal and written communication skills
- Excellent customer service attitude and team focus
- Willingness to travel to clients as the project requires
- Prior professional services/engineering experience preferred