

You're an important part of our future. Hopefully, we're also a part of yours! At B. Braun, we protect and improve the health of people worldwide. This is also our vision for IT. You see technology as an opportunity, and you develop solutions that secure our business in the long term, we would like to implement the digital transformation of B. Braun with you. With fresh ideas, drive and team spirit, we are working to launch the medical technology of tomorrow and safeguard the healthcare of the future. Together. That's Sharing Expertise.

## Enterprise Voice Administrator for 2nd Level Support

Reference Code COPO051-85755

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### Duties and responsibilities

- Serve as MS Teams Voice administrator and 2nd level supporter in a growing environment.
- Serve as Cisco Voice administrator (CUCM, CUC) (optional requirement).
- Serve as Alcatel Voice administrator (Alcatel OXE) (optional requirement).
- Serve as AudioCodes administrator (SBC on-premises and on Azure).
- Planning and execution of daily administrative tasks including performance monitoring, tuning, troubleshooting, root cause analysis, provisioning of recommended solutions, proactive error prevention, identifying voice and video requirements, installing upgrades.
- Contribute to Technology Operations Team (Infrastructure, Security and Help Desk). Ensuring stability and optimal performance on all systems including Incident handling. Engage with vendors and support partners where needed for more complex incidents. Perform Infrastructure and aligned Service Optimization for Enterprise Voice • Planning and execution of maintenance and lifecycle activities • Coordination and control of external support/service providers • Creation and maintenance of documentation • Support problem management process

### Professional competencies

- Experience as an MS Teams Voice Admin.
- Power Shell Scripting skills.
- AudioCodes Basic configuration training, Troubleshooting, OVOC, ARM knowledge would be a plus, willingness to learn in that area.
- Genesys contact center administration knowledge, or willingness to learn in that area
- Alcatel telephony platform knowledge welcome.
- Cisco CUCM, CUC knowledge welcome.
- Must be familiar with LAN/WAN/VOIP/SD-WAN concepts, functionality, and practices. MS Windows OS, MS Office environment, Active Directory.
- General telephony services, network, routing, SIP knowledge.
- English (at least B2 level)

### Personal competencies

- Technical enthusiasm and a "willing to learn"- attitude are welcome.
- Self-depending work in a multiple task environment in an international team.

### What we offer

Become part of a corporate culture that actively promotes constructive exchanges between colleagues, customers and partners. Work with us to improve people's lives in the long term. We can offer you interesting, varied tasks and excellent opportunities for advancement, as well as an attractive salary with extensive benefits, all within a dynamic family-owned company.

Your next step

Contact us!

Contact: B. Braun Business Services S.A.S. | Paula Andrea Ospina Restrepo | 123