Teams Voice Consultant

Softlanding helps organizations achieve their best by providing technology solutions and services that make them more productive. Our offerings focus on professional services as well as managed services. Softlanding specializes in Microsoft enterprise technology platforms, leveraging a combination of cloud, on-premises and hybrid configurations to increase productivity from the data center to end business users.

Would you like to use your expertise in the field of Enterprise Communication, Collaboration, and cloud management to help evolve set technologies that automate and unify human and device communications? Do you thrive on working with fellow Innovation & Technology professionals in designing and implementing organization wide decisions that will enhance human communications by reducing latency, managing flows, and eliminating device and media dependencies? As a Unified Communication Specialist III within our organization, you'll do just that!

Your work will have a direct and positive impact on the lives of British Columbians in helping them connect to healthy and safe workplaces – providing support for injury prevention programs, rehabilitation services, workplace insurance, and strong health and safety cultures.

We've adopted a hybrid model offering opportunities to work remotely within BC and onsite based on the operational needs of the position.

As a unified communication specialist III you will:

- Lead the definition of the Enterprise Communication and Collaboration strategy as it relates to Hybrid and cloud communications framework
- Implementation of M365, Cloud based voice and supporting technologies to optimize management of cloud infrastructure and the delivery of reliable communications technologies.
- Administer and maintain function of the Unified Communications department on enterprise class Communications and Collaboration technology solutions including: cloud consulting services for Microsoft 365, exchange hybrid and M365 exchange, PSTN, SIP, PBX, Analog, DIDs voice configurations, DNS, Intune MDM and MAM and more.
- Research and assessment of the impact of new tools, techniques for the management of Communication and Collaboration infrastructure delivery and all associated components and where required provides cost/benefit summary
- Establishing and developing the hybrid cloud and cloud infrastructure standards for Enterprise Communication technologies
- Designing applicable training and support for users and/or advanced technical documentation for support purposes

- Organizing and guiding the required testing and implementation of releases, enhancements of applications, features and procedures

We're looking for someone who can:

- Lead proof of concepts for new Enterprise Communication and Collaboration hybrid and cloud technologies that will enhance our current reference architecture to deliver solutions faster or in a more cost-effective manner
- Troubleshoots and analyzes configuration performance and availability issues in the cloud Collaboration and Communication environment
- Evaluates fit to WorkSafeBC and corresponding value by proactively expanding knowledge of industry trends, vendor roadmaps and applying that knowledge
- Participates and assists in setting the long-term direction, roadmaps, and standards for technical solutions, ensuring they align to the overall enterprise architecture
- Influences Innovation and Technology team's technical capabilities and needs to provide performance and skills development input, potentially coaching to improve understanding of patterns and practices
- Acts as Core member of WorkSafeBC's Innovation and Technology team and key contributor and subject matter expert on Unified Communication infrastructure management

Your experience and educational background:

- Bachelor's degree in Computer Science or STEM (Science, Technology, Engineering, Math)
- A minimum of 9 years' experience in progressively complex roles within a professional IT environment with primary focus of the last four years being with Unified Communications and cloud technologies.

Softlanding is headquartered in Vancouver, BC and has a growing team across Canada, with all positions being 100% remote. We encourage qualified applicants from any Canadian province to apply. We thank you for your interest in Softlanding, and look forward to hearing from you.

(Your resume is kept in confidence and will not be shared with any 3rd party or agency)