

# Solutions Engineering Manager

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## Job Description

<b>Job Title</b>	Solutions Engineering Manager
<b>Department</b>	Technical Services
<b>Location</b>	Remote (with regular travel to UK offices, Newbury & Cwmbran)

## The Company

Nuvias Unified Communications (formerly known as SIPHON) is the Unified Communications Practice for Nuvias Group, a leading, high-value, solutions-led EMEA distributor. Our success is based around the key philosophy of **'Innovate, Enable & Support'** underpinned by a strong technology focus and comprehensive in-house technical expertise. Operating a channel only model to deliver a range of services and solutions to end users via service providers and technology resellers, Nuvias UC is focused on driving sustainable and substantial growth for its key vendor partners. Ultimately, Nuvias Unified Communication acts as a UC technology enablement partner - this allows our reseller partners to focus on their own success whilst we ensure that it all works together to deliver a high quality and repeatable service experience.

## The Role

The Solutions Engineering Manager will be responsible for the Solutions Engineering (SE) Team and ensure they are providing effective project & professional services to customers.

They will ensure completion of assigned technical projects in accordance with the agreed proposal, timescales and commercial terms and take ownership of project escalations, with clear, informative, and defined process and timescales. They will be responsible for a team of engineers on a day-to-day basis, including training, development, appraisals, and objective setting in line with company targets and strategy.

They have the responsibility of planning, scheduling and management of SE activities including the interactions with internal stakeholders i.e. Project Managers, Pre-sales, Sales and Finance.

They will be encouraged to take responsibility for developing their own knowledge and experience, allowing them to make the best decisions for the customer and Nuvias UC.

They will need to have a broad knowledge of the vendors and technologies in line with the solutions that Nuvias UC build & support, and ensure the team has the relevant skills and certifications to deliver effectively.

This role is primarily homebased, but we would expect the Solutions Engineering Manager to happily travel to either one of our UK based offices, if required.

## Job Specification

### Day to day you will:

- Be responsible for the Solution Engineering Team, ensuring completion of assigned technical projects in accordance with the agreed proposal, timescales, and commercial terms
- Ensure Solution Engineering are providing effective project & professional services to our customers
- Take ownership of all customer project escalations and manage a communications plan per escalated incident.
- Manage vendor escalations as required to ensure vendor focus to resolution for project completion raising issues with the wider management team as required.
- Manage the Solution Engineering Team, including regular one-to-one's, performance reviews and personal development of the team

### We're looking for someone that has:

- At least five years' experience of working in an IP Telephony, Internet, or other IT technology environment
- Solid understanding of Nuvias UC portfolio products including Broadworks, Oracle (SBC, OCOM, CSM & OCAS), Cisco WebEx (WebEx for Broadworks) & AudioCodes (SBC)
- Knowledge of relevant protocols, such as TCP/IP and SIP
- Expert knowledge of IP networking and IP telephony
- Excellent fault finding and troubleshooting skills
- Maturity to work under pressure whilst maintaining a professional attitude and positive outlook
- Project management principles and experience
- The ability to work on and prioritise several issues concurrently
- Ability to lead, manage and mentor a team of engineers
- Excellent oral and written communication skills, including the ability to deliver training and compile complex documentation and design documents

### Additional knowledge that would be very useful (but not essential):

- Linux experience
- Shell scripting would be an advantage
- PowerShell would be an advantage
- Exposure to Shell scripting Virtualised Environments (VMware and Hyper-V)
- Experience with Microsoft Azure Cloud or Amazon Cloud Services
- Prince2 certified
- Experience of leading a technical team would be an advantage
- 3-5 years of working knowledge of H323 and SIP protocols
- General protocols: SIP, H323, H320, QOS, G711, G729, G723, Real-Time Audio, RTP, RTCP

### Here's what you'll get back:

- A career with excellent prospects in one of the fastest growing companies of its kind
- Training and certification on technology & vendor systems as necessary
- Fantastic company benefits incl. Pension scheme, private healthcare, a day off on your Birthday, cycle to work & Tech schemes, perkbox membership with discounts, childcare vouchers, free fruit and refreshments, modern offices with free parking, staff organised charity events... and much more!