



A Great Place to Succeed!

Aastra Technologies Limited (TSX:[AAH - News](#)), is a global company at the forefront of the Enterprise Communication market. Headquartered in Concord, Ontario, Canada, Aastra develops and delivers innovative and integrated solutions that address the communication needs of businesses small and large around the world. Aastra enables Enterprises to communicate and collaborate more efficiently and effectively by offering customers a full range of open standard IP-based and traditional communications networking products, including terminals, systems and applications.

We currently have exciting opportunities for a **Presales Specialist SIP** to join our team in **Mexico**.

Job Summary:

The Presales Specialist SIP position is accountable for all aspects of the following tasks in a dynamic global company;

- Responsible for Latin American SMB Beta site development and support. This includes system design, deployment and end user training.
- Provide first level technical support with guidance from Tier 2 and 3 engineering teams
- Create technical documents for the sales department and end user tech tips

Duties and Responsibilities:

- Maintain current SMB Beta sites
- Install, support and maintain new SMB Beta sites
- Create and maintain training and technical documents
- Work closely with R&D on system development
- Work closely with Sales
- Provide customer training
- Other tasks as assigned

Education and Experience:

- 2 years work-related experience
- Post secondary education in Computer Networking
- Strong knowledge of MS Office suites of applications
- Strong knowledge of MS Operating Systems Win 2k and XP
- Strong knowledge of Linux and/or Unix Operating System
- Basic knowledge of Microsoft's Active Directory
- Strong knowledge of SIP
- Knowledge of Telephone technologies including Asterisk
- Wired and Wireless Networking knowledge (TCP/IP, VLAN, ACL, OSPF, RIP, etc.)
- Security knowledge (Firewall, VPN technologies, WEP/TKIP/AES, etc.)
- Extremely organized with good attention to detail and excellent analytical skills
- Must have excellent oral and written communication skills
- Spanish and English fluency
- Multi-tasking skills and the ability to prioritize required work
- Ability to work independently and as a team
- A positive attitude with creative thinking and willingness to attempt a wide variety of tasks
- Must be able to function effectively in a results oriented, fast-paced deadline driven environment

Cutting-edge technology. Entrepreneurial vision. Personal empowerment. And a corporate culture that encourages innovative thinking and rewards great ideas. These are the key attributes that have propelled Aastra to the forefront of the enterprise communications marketplace. Explore the advantages of joining Aastra and find out why it is a great place to work.

Report To:

Senior Director, Sales Latin America

Submission Process:

Interested candidates should email their resume to jobs.Toronto@aastra.com stating the position applied for as **Presales Specialist SIP – Mexico**.

We thank all applicants, however, only those under consideration will be contacted. At Aastra we are committed to diversity and equal access to employment opportunities based on ability.