



Aptela, Inc.  
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[www.aptela.com](http://www.aptela.com)

## JOB OVERVIEW

### **Technical Support Specialist**

Location: Herndon, VA  
Department: Technical Support  
Status: Non-exempt  
Contact: [careers@aptela.com](mailto:careers@aptela.com)

## COMPANY OVERVIEW

Aptela Inc. is the leader in business VoIP solutions, eliminating the expense and hassle of traditional business phone service. Aptela's powerful, Internet based solution revolutionizes the way companies communicate delivering features and functionality to the small to medium business market that used to be reserved for large scale enterprises. We are seeking VOIP specialists to provide direct support to our customers and provide a world class service experience.

## JOB DESCRIPTION

The successful candidates will work closely with the company's skilled Network Operations staff and Application Developers and will be responsible for meeting our short and long term technical goals including but not limited to day-to-day technical support and network monitoring.

The ideal candidate for the Technical Support Specialist, 1 role has extensive experience in TCP/IP network troubleshooting. They will have previously worked in Network QA jobs, or with a telecom integrator where they worked extensively with internet routers and SIP phones.

The candidate should have experience working in a trouble ticket environment. They must be an excellent written communicator, with a keen ability to document proof of issue causes in a clear and concise manner. Solid oral communication skills are essential as well. Excellent teamwork and interpersonal skills are a must.

## SPECIFIC DUTIES

- Provide professional, courteous and prompt technical support for Aptela products and services
- Provide basic problem prioritization, analysis and resolution of issues.
- Work with more senior personnel effectively on more complex technical issues.
- When required, escalate customer issues via established Technical Support escalation processes.
- Participate in weekend and after-hours support coverage, on a regularly scheduled rotation

## JOB REQUIREMENTS & SKILLS

- High school diploma required
  - Bachelor degree or equivalent preferred
  - Certification in Network+ and CCNA preferred
  - A minimum of two years continuous experience working in a technical support environment, preferably supporting Internet based products and applications
  - Trouble Ticket creation and management
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- A decorative graphic at the bottom of the page consisting of several overlapping, wavy lines in shades of green and yellow, creating a sense of motion and energy.

- Voice and Data troubleshooting experience a must
- Solid experience in SIP and RTP products, protocols, security and standards
- Sip Device, Aastra, Polycom, Cisco, configuration and troubleshooting
- Basic knowledge of routers, firewalls, and local area networks

Aptela delivers the energy and fast paced excitement you would expect of a rapidly growing company. In addition we offer medical, dental, 401K, competitive paid time off, and a team oriented work environment. Come join us and help Aptela capture this exciting market.

If you're a team player with a can-do attitude, we'd love to hear from you!