JOB SPECIFICATION

PABX / VoIP Engineer

Location	**Mumbai**
Reporting To	**Helpdesk Manager (India)**
Shift Model	**40 hours per week in rotating shift pattern covering 24×7 operations (UK aligned)**
Employment Type	**Full-time (Permanent)**
Salary Bracket	**Based on experience**

Company Introduction

VirtuHost Support Private Limited, based in Ghatkopar West, Mumbai (India), delivers world-class managed IT & Infrastructure, Cloud, Telecom/VoIP, Guest Wi-Fi, CCTV and Cyber Security services to UK and global clients.

Our operations run 24×7 from India, aligned with UK business hours, providing helpdesk, NOC/SOC, voice and infrastructure management. We combine Indian technical talent with global service standards, enabling clients to focus on their business, not their infrastructure.

Job Purpose

The PABX / VoIP Engineer will manage, configure, and support Hospitality Telephony Infrastructure for UK and international clients. This includes IP-PBX systems, SIP trunks, call routing, IVR design, and troubleshooting network and voice quality issues. The role demands strong hands-on experience with FreePBX, ComXchange, or Matrix PBX platforms, and close collaboration with UK-based engineers to ensure high-availability voice communications. The role is critical in ensuring high levels of user satisfaction, SLA performance and efficient operations across our 24×7 support environment.

Key Responsibilities

1. Act as the first point of contact for telecoms support via phone, email, or ticketing tool.
2. Install, configure, and manage IP-PBX systems (Matrix, FreePBX, ComXchange).
3. Set up and maintain SIP trunks, call routing, dial plans, IVR systems, hunt groups, and voicemail.
4. Troubleshoot VoIP call issues — latency, jitter, packet loss, NAT traversal, codec mismatch, and registration failures.
5. Implement and maintain SBCs, gateways, and analogue integration (FXO/FXS, GSM, PRI).
6. Monitor system health using dashboards, SNMP tools, and call-quality metrics (MOS, jitter, packet loss).
7. Manage provisioning for handsets and softphones using auto-provisioning servers.
8. Coordinate with ISPs and SIP trunk providers for line provisioning, number porting, and outage resolution.
9. Perform version upgrades, firmware updates, and security patching for PBX and VoIP devices.
10. Configure firewalls, NAT, and QoS policies to ensure stable and secure VoIP performance.
11. Conduct root cause analysis (RCA) for dropped calls, poor audio quality, or failed registrations.
12. Manage call recording, retention policies, and compliance requirements.
13. Support integration between PBX systems and Hospitality PMS Software.
14. Maintain VoIP documentation — network diagrams, SIP configurations, trunk details, and extension plans.
15. Implement redundancy and failover configurations to ensure high availability.
16. Collaborate with helpdesk and network engineers for multi-layer troubleshooting.
17. Participate in 24×7 operations rotation and assist with after-hours maintenance windows as required.
18. Work within a rotating shift roster to provide 24×7 coverage, including weekends.

Required Skills & Qualifications

1. Diploma or Bachelor's degree in Telecommunications, Electronics, or Information Technology.
2. 2–6 years of hands-on experience in VoIP administration, telecom engineering, or unified communications (preferably for MSPs or hospitality clients).
3. Strong experience with one or more PBX systems: Matrix, FreePBX, ComXchange.
4. Deep understanding of SIP/RTP, codecs (G.711, G.729, Opus), QoS, NAT, and STUN/TURN concepts.
5. Firewall and network configuration skills — Mikrotik, Cisco.
6. Familiarity with SBCs and session management (AudioCodes).
7. Experience with softphones, mobile VoIP clients, and WebRTC integration.
8. Working knowledge of Wireshark, tcpdump, or VoIPmonitor for packet capture and analysis.
9. Exposure to Linux environments for command-line PBX management and scripting.
10. Understanding of VoIP security best practices — TLS/SRTP, ACLs, and SIP authentication.
11. Integration knowledge with CRM/ticketing systems and API-based automation.
12. Experience managing SIP trunks and DID routing across multiple carriers.
13. Ability to configure — queue management, reporting, and agent supervision.
14. Excellent troubleshooting and documentation skills, with clear written communication in English.
15. Certifications (Preferred): Matrix Certified Professional / 3CX Certified Engineer / CCNA Voice.
16. Soft Skills: Analytical, structured problem-solving, and client-facing communication skills.
17. Familiarity with ticketing systems processes.
18. Excellent English communication skills and customer service orientation.
19. Excellent attitude and great phone etiquette.
20. Team Player with ability to motivate and knowledge share with other team members to deliver excellent customer services.
21. Ability to demonstrate clear and confident communication skills both written and verbal.

22. Ability to multi-task, prioritise and escalate accordingly
23. Tenacity and dedication to pursue an issue from beginning to end.
24. Self-motivated, with the ability to work unsupervised.
25. Desirable: Hospitality IT experience.

Working Hours & Shift Pattern

1. 40 hours per week on a rotating shift basis covering 24×7 operations (day, afternoon, night, and weekend shifts).
2. Occasional overtime or on-call support may be required.

Performance Metrics

1. Incident resolution time (First Call Resolution where possible)
2. VoIP uptime and SLA compliance.
3. Mean time to resolution (MTTR) for VoIP incidents.
4. Call quality metrics (MOS score, jitter, packet loss).
5. Change implementation success rate (no service disruption).
6. Documentation accuracy and maintenance compliance.
7. Client feedback and collaboration efficiency with UK teams.
8. User satisfaction / client feedback
9. Knowledge base contribution
10. Attendance and shift punctuality

What We Offer

1. Exposure to international VoIP systems and multi-site deployments.
2. Career growth path into specialist engineering roles.
3. Continuous training and certification support (Microsoft, Cisco etc.).
4. Friendly and inclusive work culture in a technically rich environment.

How to Apply

Email your CV to **HR@virtuhostsupport.com** with “PABX / VoIP Engineer” in the subject line. We will use your details only to assess your application, as described in our Privacy Policy at virtuhostsupport.com.