



## **IT Telephony Support Engineer**

ALLOcloud is a fast growing technology firm providing advanced cloud telephony and collaboration solutions to organizations striving for sustainable productivity and Customer satisfaction improvements.

**Location:** Les Berges du Lac 2 (City Lake Center, Avenue du Dollar), Tunis, Tunisia

### **Job description:**

- Provide technical support (by phone & ticketing)
- Give technical trainings/webinars to our partners & end-customers
- Testing of new products & features
- Troubleshooting & bug fixing
- Maintain technical documentation and training material

### **Required expertise:**

- Helpdesk / Customer oriented
- VoIP / IP telephony
- Networking (switches, routers & firewalls)

### **Additional assets:**

- SIP protocol
- Experience with Asterisk

### **Candidate profile:**

- Motivated and enthusiastic person
- Customer satisfaction driven
- Problem solving attitude

### **Languages:**

- Fluent in French (mandatory!)
- Technical English

### **Package:**

- Salary to be negotiated
- Laptop & Phone
- Meal tickets

Please send CV to: [rens@allocloud.com](mailto:rens@allocloud.com)