



Senior Unified Communications Engineer

Ashurst's Information Technology Department, Brisbane

Recruitment

About Ashurst	Ashurst is a leading progressive global law firm with a rich history spanning more than 200 years. We are proud of our history and are future-focused, having expanded into new technologies through our NewLaw division, Ashurst Advance, and our consulting arm. Our in-depth understanding of our clients and commitment to providing excellent standards of service have seen us become a trusted adviser to local and global corporates, financial institutions and governments in all areas of commercial law. To find out more please visit www.ashurst.com .
Department/Role overview	<p>As a Senior Unified Communication Engineer the primary focus of this role will be to provide 3rd line operational support within our IT – Platforms Infrastructure Team. As a senior engineer, you will be an SME on critical components of our infrastructure and would act as the primary contact for escalations. You would be expected to act as a mentor to others within the team.</p> <p>This role reports to the Infrastructure Team Leader. Working hours are 37.5 hours Monday to Friday, with requirements to work the After Hours Support Roster on a rotating basis. Some flexibility outside core office hours and at weekends for system maintenance and other out of hours work will be required.</p>
Main responsibilities	<ul style="list-style-type: none">• Administration, support and proactive maintenance of RingCentral Telephony and Contact Centre.• Support, maintenance and decommissioning of Microsoft Skype for Business• Third Line escalation point and SME for all issues, problems and changes for telephony, unified communications platforms and supporting infrastructure.• Administration and Support of M365 (including Exchange Online and Teams).• Support of SaaS, IaaS, PaaS and other cloud based solutions.• Resolution of all logged Incidents & Service Requests as well and support of major incident activities.• Working proactively with Vendors and providing support and guidance to junior team members in vendor discussions.

	<ul style="list-style-type: none"> • Working closely with IT – Platforms Infrastructure Team globally to provide seamless support across regions & time zones to our user community. • Creation, maintenance and review of infrastructure documentation to Ashurst standard. • Lead in the design and deployment of new infrastructure platforms and services. • Adhere strictly to all IT processes and procedures particular those relating to Change Control, Privileged Access Management & the security of our systems ensuring all activities are carried out in strict compliance with all regulatory requirements and Internal policies. • Provide support, mentorship and guidance to junior members of the team.
<p>Essential skills and experience</p>	<ul style="list-style-type: none"> • In depth understanding of administering and troubleshooting RingCentral, Telephony, and Unified communications. • Min 5 years' experience supporting an enterprise VOIP environment. • Virtualisation Technologies in particular VMware • Experience working within a change management process and security controls. • Working with a ticket logging system to agreed SLAs. • Ability to lead on and deliver technical solutions. • Experience of driving internal change. • Act as a mentor within Business Services. • Proven analytical and problem solving skills • Excellent Communications skills across all business levels. • Previous experience working within a team delivering tasks using Agile methodologies, delivering to schedule and prioritising workload. <p>Desirable skills and experience</p> <ul style="list-style-type: none"> • Understanding of M365 (including Teams and Exchange Online) • Exposure to Dell hardware • Windows Server 2016+ experience • Support of an enterprise server environment including security protocols, patching, monitoring.
<p>Background checks</p>	<p>In order to comply with regulatory and client requirements, Ashurst will undertake appropriate vetting of staff. When applicants accept a job offer, Ashurst, alongside a specialist provider, will undertake professional</p>

verification and background checks. These checks are only undertaken with consent, and in accordance with our legal and regulatory obligations.
