

VOICE AND COLLABORATION ENGINEER

Information Technology

Rate of pay: DOQ salary

Salary Grade: 59

The City of Johnson City Tennessee is accepting internal, online applications for a Voice and Collaboration Engineer with the Information Technology department. The employee Performs difficult professional work driving and influencing technology decisions, establish standards, and assisting in resolution of support issues requiring technical escalations. Distinguishing Features of the Class: Proven skill and expertise in Cisco collaboration applications, specifically Communications Manager, Unity, UCCX, Cisco Expressway, and integrations of these systems into existing LDAP infrastructures. Must have moderate level understanding of VoIP QoS, H323, SIP, SRST, and UCS Servers, and the ability to extend these services over wired and wireless networks. The work is performed under the supervision of the Director of Information Technology.

This is an on-site position in Johnson City, TN.

Essential Functions of Position:

- create, modify, and maintain user accounts, voice/video endpoints, and directory numbers for Cisco Unified Communications Manager;
- configure and maintain SRST configurations;
- configure and maintain MGCP, H.323, and SIP gateways;
- ability to produce voice packet;
- configure and maintain Cisco IM&P servers;
- configure and maintain Cisco Unified Contact Center Express;
- generate reports of CDR, CDA, system capacity and usage;
- conduct long term and short term planning to meet immediate and future VoIP requirements;
- network monitoring; skilled at analyzing network activity and issues to discover, resolve, and implement resolutions to prevent systematic errors; can recommend changes or enhancements to correct or improve network performance;
- experience with Single Wire Informacast software a plus;
- basic understanding of IP Unicast and Multicast routing;
- Experience with Webex a plus;

Required Knowledge, Skills and Abilities: Thorough knowledge and extensive experience with the support and analysis of telephony architecture and topology, including high level knowledge of VoIP, unified messaging and conferencing in complex internetworked environments. The candidates will design and maintain enterprise platform technologies, including configuration of operating systems, platform upgrades, disaster recovery and security to ensure optimal function and service levels for a multi-site, multi-customer environment.

Acceptable Experience and Training: Graduation with an Associate's degree from an accredited college with major course work in computer science or computer information systems; Bachelor's degree preferred; or any equivalent combination of experience, training, and specialized certifications which provides the required knowledge, skills and abilities. Pre-employment physical, and background check required.

EEO/AA

Applications Accepted From: January 2, 2026 until February 1, 2026

Apply at: [Voice and Collaboration Engineer - Johnson City, TN - City of Johnson City Jobs](#)

Affirmative Action/Equal Opportunity Employer

The City of Johnson City is an Equal Opportunity Employer and does not discriminate on the basis of Race, Sex, National Origin, Religion, Sexual Orientation, Age, Veteran Status or Physical/Mental Disability in its services, programs and activities pursuant to the requirements of Title VI of the Civil Rights Act of 1964 and Sections 503 and 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990

(Except where physical requirements constitute a bona fide occupational qualification.)

