



Job Title: Voice Engineer

Grade: 7

Salary: £39,906 to £46,049 per annum, pro-rata if part-time

Department: Digital Services

Hours/Contract: Full-time or job share, permanent

Reference: 13231

Role Purpose

To provide specialist support for the University's telephony services across all sites, with a strong strategic focus on modernising communications through Microsoft Teams Telephony and Cisco Webex Contact Centre. The role also included supporting the business critical Clearing event every August, where most first year students are recruited through the Webex Contact Center. The post holder will play a leading technical role in driving the University's transition away from legacy deskphone infrastructure towards cloud-integrated, software-defined voice solutions, ensuring services are secure, resilient, and fit for purpose.

The role encompasses the full service lifecycle — specification, procurement, installation, configuration, ongoing support, and eventual decommissioning — across both strategic platforms and legacy systems currently in operation. Legacy systems include Siemens Unify deskphones, OpenScape Voice (OSV), Mediatrix analogue-to-voice converters (supporting alarms, intercoms, and lifts), Unify Session Border Controllers (SBCs), C3 voicemail servers, BTS call reporting systems, and a small number of PSTN lines.

The University's strategic direction is clearly set: to replace the majority of physical deskphones with Microsoft Teams softphone telephony, and to consolidate all contact centre operations onto the Cisco Webex Contact Centre platform. The Voice Engineer will be central to this transformation, contributing to architecture decisions, project delivery, and the technical design of future-state voice solutions.

The post is hybrid, combining on-site attendance at University of Leicester campuses with remote working as required by operational and project needs.

Resources Managed

The Voice Team sits within the Infrastructure and Operations support function of Digital Services, which is responsible for the delivery and support of operational IT infrastructure services. The team works closely with other Infrastructure colleagues on service maintenance, incident and problem management, request fulfilment, and the controlled promotion of service changes.

As a Voice Engineer (G7), the post holder will work alongside a Voice Manager (G8) and a junior Voice Analyst (G5), contributing specialist expertise and taking ownership of complex technical activity. The post holder will also contribute to the wider Digital Services Operations team where required.

The primary focus is the University's voice and telephony estate, spanning strategic platforms (Microsoft Teams Telephony and Cisco Webex Contact Centre) and legacy systems in transition. As part of a multi-disciplinary infrastructure team, the post holder is encouraged to develop broader skills in adjacent areas such as network security, unified communications integration, and cloud infrastructure.

The role may involve occasional physical tasks including the installation or movement of telephony hardware and analogue devices, working in varied University environments including



laboratories, specialist facilities, and equipment rooms. The post holder does not directly manage staff or hold budget responsibility.

Main Duties and Responsibilities

1. Strategic Voice Modernisation and Transformation

- Contribute to the delivery of the University's voice transformation programme, specifically the migration of telephony services from legacy Siemens Unify/OpenScape infrastructure to Microsoft Teams Telephony. Take a senior technical role in the design, planning, and phased implementation of Teams-based calling, including Direct Routing configuration via Session Border Controllers (SBCs), number porting, dial plan design, and integration with Microsoft 365 services.
- Ensure that strategic voice platforms are maintained secure, resilient, and compliant by default, applying appropriate security frameworks and best practice during architecture and design activities. This includes consideration of access control models, encryption, regulatory requirements, and risk mitigation as part of future state solution design.
- Support the evolution of the University's contact centre capability by contributing to the development and optimisation of Cisco Webex Contact Centre, including queue configuration, agent workflows, IVR scripting, and reporting. Act as a technical authority on strategic platforms, advising the Voice Manager (G8) and project stakeholders on architectural decisions, platform capabilities, and best practice.

2. Voice Service Operations and Incident Management

- Provide second and third-line operational support for the University's voice infrastructure, handling escalated incidents, service requests, and complex technical queries that cannot be resolved at first line. Support Clearing and Clearing-related activities as highest business priority. Diagnose and resolve faults across all voice platforms including Microsoft Teams Telephony, Cisco Webex Contact Centre, Siemens Unify, OSV, Mediatrix analogue converters, SBCs, voicemail systems, call reporting, and PSTN lines.
- Ensure voice services are operated securely and in line with University information security policies by applying secure configuration standards, managing access controls, and maintaining patching and vulnerability remediation across supported platforms. Proactively monitor for operational risks such as service abuse, misconfiguration, or security weaknesses and take appropriate corrective action.
- Maintain comprehensive records of all incidents, actions, and resolutions in the ITSM toolset. Prioritise workloads in accordance with service impact and agreed SLAs, escalating where necessary to vendors or third-party support with clear diagnostic information. Liaise with customers (academic staff, students and Digital Service colleagues) to keep them informed throughout the resolution lifecycle.

3. Legacy Voice Systems Maintenance and Transition Planning

- Maintain and support the University's legacy voice infrastructure for the duration of its operational life, ensuring continuity of service while strategic replacement programmes are executed. This includes the administration of Siemens Unify deskphones, OpenScape Voice



(OSV), Mediatrix analogue to voice converters (alarms, intercoms, lift lines), Unify Session Border Controllers, voicemail servers, and call reporting systems.

- Ensure legacy platforms are maintained securely and in line with relevant policies while in operation, recognising the elevated risk profile of ageing infrastructure. Proactively identify decommissioning candidates, contribute to migration planning, and ensure the secure and compliant decommissioning and disposal of end of life equipment in accordance with University policy.
- Maintain accurate asset, configuration, and service records throughout all transition activities to support auditability, risk management, and service continuity.

4. Project Support and Technical Design

- Actively participate in infrastructure projects to replace, upgrade, or enhance voice technologies. Contribute to technical design, requirements gathering, solution specification, and acceptance testing, ensuring that security, compliance, and risk considerations are embedded throughout the project lifecycle.
- Act as a subject matter expert for voice services within wider Digital Services project activity, including Microsoft 365, network, and security initiatives where voice integration is relevant. Contribute to risk identification, audit activity, and remediation planning as part of project delivery.
- Collaborate with internal teams, external vendors, and contractors to ensure project delivery meets quality, time, budget, and compliance expectations. Produce clear technical documentation to support knowledge transfer, audit requirements, and post project operational support.

5. Service Improvement, Documentation and Knowledge Management

- Continuously identify and implement improvements to voice service quality, operational processes, and customer experience. Produce and maintain accurate technical documentation including configuration records, operational runbooks, knowledge base articles, and change management documentation.
- Share expertise with team members including the G5 Voice Analyst, supporting skills development within the team. Maintain awareness of industry developments in unified communications, Microsoft Teams, and Cisco collaboration platforms and contribute recommendations to the Voice Manager on strategic planning.

6. Professional Development and Broader Team Contribution

- Maintain and develop professional skills and technical knowledge, particularly in Microsoft Teams Telephony, Direct Routing, Cisco Webex Contact Centre, and associated cloud technologies. Pursue relevant professional certifications in line with the strategic direction of the voice platform estate.
- Contribute to the broader work of the Infrastructure and Operations support team and Digital Services department, including participation in operational on-call rotas and support of wider infrastructure services where required.



Internal and External Relationships

Centralised voice and communications infrastructure underpinning University-wide services including:

Microsoft Teams Telephony serving all staff across the University's estate, including soft client and physical handset deployments

Cisco Webex Contact Centre supporting University contact centre operations including student-facing and administrative services

Legacy Siemens Unify/OpenScape infrastructure supporting approximately 4,000+ staff members pending migration

Analogue voice services (via Mediatrix) for safety-critical systems managed by Estates and Campus Services (ECS) including fire alarms, intercoms, and lifts across all University sites

PSTN connectivity and Session Border Controller infrastructure supporting all external calling services

Planning and Organising

The Voice Engineer will be responsible for managing a complex and varied workload, balancing proactive strategic transformation activity with reactive support demands. This requires the consistent exercise of professional judgement to prioritise work according to service impact, project milestones, and operational risk.

The post holder will plan and organise their own work within the frameworks established by the Voice Manager, and will contribute to team planning activities. The ability to manage competing priorities, communicate proactively with stakeholders, and make sound independent technical decisions is essential at this grade.

Qualifications, Knowledge and Experience

Essential

- A degree in a technical discipline or equivalent.*
- Substantial experience working in a complex IT enterprise organisation with a systems design and administration background.*
- Proven expertise in the design, implementation and administration of systems in an enterprise complex environment with recent experience of some of the following:*

 - Demonstrable hands-on experience of administering and supporting Microsoft Teams Telephony, including Direct Routing, calling plans, and M365 voice integration, within a complex organisation*
 - Experience of configuring and supporting Cisco Webex Contact Centre or a comparable cloud contact centre platform*
 - Practical knowledge of Session Border Controller administration (e.g., CUBE,



AudioCodes, or equivalent)*

- Technical degree background with substantial experience in a relevant technical subject, or a non-technical degree combined with substantial directly relevant professional experience*
- Good understanding of VoIP protocols and infrastructure (SIP, RTP, SRTP, DTMF, dial plan design)*
- Familiarity with PSTN connectivity, number porting, and regulatory requirements for telephony services
- Understanding of voice security principles including SBC hardening, toll fraud prevention, and encryption

Desirable

- Microsoft certifications relevant to Teams Telephony (e.g., MS-700, MS-721 Collaboration Communications Systems Engineer)
- Cisco collaboration or contact centre certifications (e.g., CCNP Collaboration, Cisco Webex specialisation)
- Experience of legacy Siemens Unify or OpenScape Voice platforms
- IT Service Management (ITIL) Foundation and/or experience in an ITIL-aligned environment
- Experience with workflow toolsets such as Ivanti, Jira, or ServiceNow

Skills, Abilities and Competencies

Essential

- Able to work effectively both independently and as part of a collaborative team*
- Able to make sound, independent technical judgements and prioritise a varied workload effectively*
- Demonstrates initiative and a proactive approach to identifying and resolving issues*
- Able to learn and adapt quickly as cloud and communications technologies evolve*
- Applies systematic, logical problem-solving skills to complex technical issues*
- Strong written and verbal communication skills; able to convey technical concepts clearly to non-technical stakeholders*
- Customer-focused approach with professional and courteous manner*

Desirable

- Experience of mentoring or providing technical guidance to less experienced colleagues
- Ability to contribute to technical documentation and knowledge base content

****Criteria to be used in shortlisting candidates for interview***



Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.