



Technical Equipment Maintenance Division, Ministry of Defence Land Engineering Unit

ENGINEER (SWITCHING SYSTEM)

VACANCY: 2

SECTION / UNIT: SIGNAL WORK SERVICE (SWS) TROOP

JOB DESCRIPTION (NOT LIMITED TO THE LIST BELOW):

- The Engineer is accountable to the SWS Troop Commander and ultimately to OC Signal Squadron through the Senior Engineer for the correct and timely completion of all given work to the standards required by the RBAF.
- Maintaining the operational of the RBAF Telephone Systems and ensuring system reliability and availability, track performance and provide operational and support.
- Troubleshooting and resolving performance issues for Unified Communication systems.
- Identifies opportunities for enhancements around digital communications and makes recommendations accordingly.
- Participates in the planning, design and implementation of new or upgraded features and capabilities.
- Coordinates with service providers & support for new installation and changes.
- Receiving, prioritizing and responding to incoming calls regarding equipment/ connectivity problems.
- Creating new telephones users, hunt list, call routing configuration & changes to the existing configuration.
- Setting up, configuring, testing, maintaining, monitoring and troubleshooting related IP network.
- Installing, repairing and maintaining several types of telephone systems.
- Troubleshooting and maintaining hardware/ software.
- Routine check the PBX & Communication server with periodically visual check for any discrepancies.



DESIRED TECHNICAL QUALIFICATIONS AND / OR EXPERIENCE:

- A deep understanding of a Unified Communications and Voice over IP infrastructure including but not limited to: Cisco Unified Communications Manager, G.711/G.729 Codecs, SIP, H323 and QoS.
- Experience implementing and maintaining Unified Communications and Voice over IP in very secure computing environments.
- Knowledge of voice switching/Private Branch Exchange (PBX) architecture.
- Having knowledge in criteria stated below are added advantages:
 - Identifying server hardware including troubleshooting and maintenance is an advantage.
 - Basic server roles, infrastructure and design and knowledge of a basic networking.
 - Identifying backup requirements, types, planning and implementation.
 - Basic knowledge of data storage virtualization technology.
 - Cisco product and technologies.
 - Concept in TCP/IP, Networking, Routing & Switching
 - VMWare virtualization technologies.

MINIMUM EDUCATIONAL REQUIREMENTS:

- Degree in Computer Science, Information Technology / Computer and Information System, Electronics and Communications or equivalent with at least 3 years of related work experience and any related professional certifications will be an advantage such as CCNA & CCNP.

or

Higher National Diploma in Computer Science, Information Technology / Computer and Information System, Electronics and Communications or equivalent with at least 6 years of related work experience and any related professional certification will be an advantage such as CCNA & CCNP.

OTHER REQUIREMENTS:

- Proven ability to work within a multidisciplinary team while also being able to multi-task, work independently and possess a high level of personal initiative.



**Bahagian Pemeliharaan Kelengkapan Teknikal,
Kementerian Pertahanan
Unit Kejuruteraan Darat**

JURUTERA (*SWITCHING SYSTEM*)

KEKOSONGAN: 2

SEKSYEN / UNIT = PERKHIDMATAN KERJA SEMBOYAN (PKS)

BIDANG TUGAS (TIDAK TERHAD KEPADA SENARAI DIBAWAH):

- Dipertanggungjawabkan kepada Ketua Trup SWS dan Pegawai Memerintah Skudron Semboyan melalui Jurutera Kanan bagi melaksanakan kerja-kerja dengan betul dan tepat pada masanya mengikut standard yang dikehendaki oleh ABDB.
- Mengekalkan operasi Sistem Telefon ABDB dengan memastikan konsistensi dan ketersediaan sistem, memantau prestasi dan operasi serta memberi bantuan.
- Menyelesaikan masalah dan isu-isu prestasi untuk sistem Unified communication.
- Mengenal pasti peluang untuk penambahbaikan disekitar komunikasi digital dan membuat cadangan sewajarnya.
- Mengambil bahagian dalam perancangan, reka bentuk dan pelaksanaan atau menaik taraf ciri-ciri baru dan keupayaan.
- Koordinat dengan pembekal-pembekal perkhidmatan seperti yang dikehendaki.
- Menerima, memberi keutamaan dan memberi respons kepada panggilan masuk tentang masalah kelengkapan/peralatan dan/atau masalah penyambungan.
- Mewujudkan pengguna telefon baru, hunt list dan mengkonfigurasi penghalaan panggilan.
- Mengkonfigurasi, menguji, memelihara, memantau dan menyelesaikan masalah telefon IP dan IP berasaskan perisian.
- Memasang, membaik-pulih dan menyelenggara berbagai jenis sistem perkhidmatan telefon yang dipasang.
- Menyelesaikan masalah dan menyelenggara hardware/software
- Melawat secara berkala ke penempatan PBX untuk memeriksa sebarang pencanggahan secara visual



KELAYAKAN DAN / ATAU PENGALAMAN TEKNIKAL YANG DIKEHENDAKI:

- Pemahaman yang mendalam tentang Unified Communications and Voice over IP infrastructure termasuk dan tidak terhad kepada: Cisco Unified Communications Manager, G.711/G.729 Codecs, SIP, H323, and QoS.
- Pengalaman melaksanakan dan menyelenggara Unified Communications and Voice over IP dalam persekitaraan pengkomputeran yang sangat selamat.
- Pengetahuan tentang voice switching/Private Branch Exchange (PBX) architecture.
- Mempunyai pengetahuan dalam perkara di bawah adalah satu kelebihan:
 - Mengenal pasti peralatan/kelengkapan server termasuk penyelesaian masalah dan penyelenggaraan.
 - Peranan asas server, infrastructure, design dan pengetahuan asas jaringan.
 - Mengenal pasti keperluan backup, jenis, perancangan dan pelaksanaan.
 - Pengetahuan asas tentang teknologi data storage virtualization.
 - Produk dan teknologi Cisco.
 - Konsep TCP/IP, Networking, Routing & Switching
 - Teknologi virtualisasi VMware.

KELULUSAN AKADEMIK MINIMA:

- Sarjana Muda atau sebanding dalam Computer Science, Information Technology / Computer and Information System, Electronics and Communications atau bidang yang bersesuaian dengan 3 tahun pengalaman kerja di jurusan yang berkaitan dan memiliki pensijilan profesional adalah satu kelebihan seperti CCNA & CCNP

atau

Diploma Tertinggi Kebangsaan atau sebanding dalam Computer Science, Information Technology / Computer and Information System, Electronics and Communications atau bidang yang bersesuaian dengan 6 tahun pengalaman kerja di jurusan yang berkaitan dan memiliki pensijilan profesional adalah satu kelebihan seperti CCNA & CCNP

KEPERLUAN LAIN-LAIN:

- Berkemampuan untuk bekerja dalam berbagai bidang, boleh bekerja sendiri tanpa pengawasan dan mempunyai inisiatif peribadi yang tinggi.