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**Position:** Technical Support Analyst/Telecommunications

**Description:** This position is responsible for providing front-line telecom support to all Bluelinx facilities. Position required to work well in team environment, consult sales management, design and program appropriate call center sales applications through vectoring. Must have excellent customer service skills. Other areas will include monthly backups of all call center telecom systems, participate in the Move, Add, Change & Delete (MACD) process, PBX hardware/software troubleshooting, trunking, assist in maintaining CTI applications, and support remote IP Agents. Some monthly admin work is also required. Must be a problem solver and self starter.

**Skills:** Strong hands on background and knowledge of Avaya voice and call center products required. Requires familiarity/some work experience with SIP trunking and VoIP, and IP video conferencing.

**Specific skills required:**

- Avaya G3R programming and cabling
- EAS Call Center software
- Avaya IP Agent
- CTI application software
- Routing engine
- Intuity Audix
- CMS reporting and tracking
- Conversant with IVR application
- DNIS network routing
- Voice networks
- Partner ACS and messaging
- Merlin Legend and mail
- 1X Edition VoIP system
- Written/Verbal communication
- Project management
- PC skills

**Education, Licenses or Certificates:** BS or BA in related IT field preferred. Minimum of 3 years experience in support of Avaya telecom equipment or equivalent licenses or certifications.

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