

## **Speakeasy, Inc. Job Description**

**Position Title:** Design Engineer  
**Department:** Branch Sales - Vienna, VA  
**Reports to:** General Manager, Branch Sales  
**FLSA Status:** Exempt  
**Full/Part Time:** FT

**Resumes to:** [lori.barry@hq.speakeasy.net](mailto:lori.barry@hq.speakeasy.net)

### **Company summary:**

Speakeasy, one of the nation's leading broadband voice (VoIP), data and IT service providers, simplifies small business communications with cost-effective service packages and unparalleled support. Speakeasy joined the Best Buy family in 2007 and now works with Best Buy for Business to champion technology for small businesses throughout the U.S. Speakeasy manages its own private fiber-optic national network, ensuring fast connections, low latency, and an unparalleled degree of security protection from the public internet. Speakeasy's full range of business-class products – from OneLink and VoIP to business bandwidth solutions - offers features and benefits with unrivaled customer service. Speakeasy's broadband services are available in most metropolitan areas within the 48 contiguous United States.

### **Position summary:**

The Design Engineer will provide technical support to sales and customers on Speakeasy products and services.

### **Responsibilities:**

- Furnishes technical expertise and addresses customer questions about the network, software and hardware, and desktop installations.
- Provides resolution to issues regarding orders throughout the lifecycle of the customer.
- Work closely with HQ to ensure smooth installation and activation.
- Ensure customer expectations are set accordingly throughout the order lifecycle.
- Works with customers to answer technical questions surrounding customer requirements to specify solution components and to install Speakeasy services.
- In accordance with procedures, performs administrative tasks such as writing professional presentations and documentation to customers as required.
- Travel to customer sites when required.
- Carries out other responsibilities as assigned

### **Skills and experience required:**

- Minimum of 5 years experience in voice/data services; to include but not limited to switched, dedicated, local, long distance and/or RBOC and Internet related services.
- Strong understanding of voice services, phone systems, (KEY and PBX), voice termination interfaces (analog, digital, PRI), and varying types of customer provided equipment (CPE) is highly desired.

- Strong understanding of data services to include experience with PC's, application software, LAN and HUB configurations, routers, servers, and expertise in network protocols (TCP/IP) is highly desired.
- Strong problem solving skills, resourceful and effective in making decisions.
- Solid technical, organizational and customer support skills.
- Strong verbal communication and interpersonal skills.
- Proven ability to work effectively with customer, partners and vendors.
- Ability to manage multiple projects to completion.
- Ability to meet deadlines and deals efficiently with a fast paced environment.

Speakeasy offers a full suite of benefits, including full medical, dental, and vision coverage (100% paid for employees); a 401(K) plan with a company matching contribution; a transportation benefit; and many other excellent perks. We're looking for talented and highly skilled individuals to join our dynamic and fast-paced culture and contribute to Speakeasy's continued success.