SidekickIT

Every Hero needs a Sidekick

IT professionals are no different. Sidekicks provide backup, fresh perspectives, and help tackle challenges collaboratively. They catch blind spots, share workloads, and offer support during high-pressure moments, ensuring smoother workflows and stronger results in the fast-paced tech world.

SidekickIT Resources

Background

SidekickIT provides top-tier IT and Contact Center engineering resources to meet the evolving technological needs of businesses. Our expertise spans a wide range of industries, offering professionals skilled in networking, software development, cybersecurity, cloud computing, and more. This document outlines the key roles, technical skills, and certifications essential for success in the field.

Unified Communications and Contact Center Resources

Job Titles:

- Contact Center Engineer
- VoIP Engineer
- Unified Communications (UC) Engineer
- Collaboration Engineer
- Telephony Engineer
- CCaaS Engineer (Contact Center as a Service)
- Communications Engineer
- Call Center Engineer
- Customer Experience Engineer

Technical Skills & Platforms:

- VoIP (Voice over IP)
- SIP (Session Initiation Protocol)
- RTP (Real-time Transport Protocol)
- WebRTC
- PBX (Private Branch Exchange)
- IVR (Interactive Voice Response)
- ACD (Automatic Call Distribution)
- CTI (Computer Telephony Integration)
- API Integration (REST, SOAP)
- Networking (TCP/IP, QoS, VPN, VLAN)

Software & Solutions:

- Cisco UCCE (Unified Contact Center Enterprise)
- Cisco UCCX (Unified Contact Center Express)
- Genesys Cloud / Engage / PureConnect
- Avaya Aura / Avaya Experience Platform
- Amazon Connect
- NICE CXone
- Five9
- Twilio Flex
- Zoom Contact Center
- 8x8 Contact Center
- Microsoft Teams Voice
- Google Contact Center AI
- Talkdesk

Certifications:

- Cisco CCNA / CCNP Collaboration
- Cisco Certified Specialist - Contact Center
- Avaya Certified Implementation Specialist (ACIS)
- Genesys Certified Professional
- AWS Certified Advanced Networking (for Amazon Connect)
- Microsoft Teams Voice Engineer Expert
- NICE CXone Certification

IT Resources

General IT Roles:

- IT Engineer
- IT Support Engineer
- IT Administrator
- IT Analyst
- IT Consultant
- IT Systems Engineer

Networking & Infrastructure:

- Network Engineer
- Network Administrator
- Network Security Engineer
- Cloud Engineer
- Systems Engineer
- Infrastructure Engineer
- DevOps Engineer

Software & Development:

- Software Engineer
- Full Stack Developer
- Backend Developer
- Frontend Developer
- Application Engineer
- DevOps Engineer
- Site Reliability Engineer (SRE)

Cybersecurity & Compliance:

- Cybersecurity Engineer
- Security Analyst
- Security Engineer
- SOC Analyst
- Information Security Engineer
- Ethical Hacker / Penetration Tester

Cloud & Virtualization:

- Cloud Engineer
- Cloud Architect
- AWS Engineer
- Azure Engineer
- Google Cloud Engineer
- Virtualization Engineer

Data & AI:

- Data Engineer
- Data Scientist
- AI/ML Engineer
- Database Administrator (DBA)

Technical Skills & Tools:

- IT Support (Helpdesk, Desktop Support, Technical Support)
- Windows Server, Active Directory, Exchange
- Linux, Unix, Shell Scripting
- Virtualization (VMware, Hyper-V, Citrix)
- Networking (TCP/IP, DNS, DHCP, BGP, MPLS)
- Firewalls (Palo Alto, Fortinet, Cisco ASA, Check Point)
- Cloud Technologies (AWS, Azure, Google Cloud, Oracle Cloud)
- CI/CD Pipelines (Jenkins, GitHub Actions, GitLab CI/CD)
- Programming (Python, Java, C++, JavaScript, SQL)
- ITIL, Incident Management, Change Management

Certifications:

- **General IT:** CompTIA A+, ITIL, Google IT Support
- **Networking:** CCNA, CCNP, JNCIA, JNCIS, Network+
- **Cloud:** AWS Certified Solutions Architect, Azure Administrator, Google Cloud Professional Engineer
- **Security:** CISSP, CEH, CISM, Security+, OSCP
- **DevOps & Automation:** Terraform, Ansible, Kubernetes, Docker

Every Hero needs a Sidekick