



Dstny – Voice Systems Engineer

We are hiring for a Voice Systems Engineer to support and evolve our cloud voice platform, which delivers large-scale communication services to customers every day.

This role sits at the intersection of platform engineering and operations, with responsibility for maintaining service stability, troubleshooting complex VoIP issues, and driving improvements across the platform. The engineer will work closely with the wider team to enhance runbooks, documentation, and operational workflows, while taking ownership of system health through monitoring and participation in the support rota.

The ideal candidate brings strong expertise in SIP and real-time communications, with the ability to analyze call flows and resolve issues across carrier-grade environments. The role involves working with Linux-based systems, session border controllers, and modern cloud tooling, alongside technologies such as OpenSIPS, Kamailio or other open-source VoIP applications, Azure, Terraform, Ansible, and Grafana.

It is a hands-on position focused on keeping critical voice infrastructure running reliably, while contributing to the ongoing evolution and scalability of the platform.

What You'll Do ...

- Guide platform evolution and ongoing maintenance
- Implementation of new projects, such as a greenfield voice stack setup
- Improve runbooks, documentation and workflows
- Manage the Linux servers and SBCs
- Ensure platform stability through proactive monitoring, creation of useful alerts, and participating in the on-call rota.
- Providing third-line support for escalated customer voice issues

What We're Looking For

Education & Experience

- Master's or bachelor's degree in computer science, Engineering or a related field (or equivalent practical experience).
- 5+ years of relevant industry telephony experience, with a proven track record of operating production systems at scale.
- Demonstrated experience owning and maintaining a voice stack

Core Skills

- Strong knowledge of SIP and RTP
- Strong proficiency in SIP call flow analysis, understanding dialog establishment, mid-call signalling, teardown and error responses.
- Experience working with open-source SIP servers, such as OpenSIPS, Kamailio or Asterisk
- Proficient with Linux server operation and administration

- Fluent in English

Technologies We Use

- **DevOps & Infra:** Azure DevOps CI/CD, Ansible, Terraform, MS SQL Server, MySQL, PostgreSQL, Redis
- **Cloud:** Microsoft Azure
- **Observability:** Grafana, Loki, Prometheus

We don't expect deep expertise in every technology on this list. We do expect that you can quickly get to a working understanding of any of them, form an opinion on the right tool for the job, and help the team make sound long-term choices. At this level, pragmatism, judgement and follow-through matter more than any single tool.

Bonus Points

- Experience with AudioCodes SBC
- Experience with Microsoft Teams Direct Routing and Operator Connect
- Experience building telecom, UCaaS, CPaaS or real-time communication platforms.
- Contributions to open-source projects or technical writing / public speaking.
- Experience with multi-tenant SaaS platforms serving millions of end users.
- Background in security-sensitive environments (GDPR, ISO 27001 or similar).

What We Offer ...

- A senior technical role with real scope - your decisions will shape a platform that serves millions of users across Europe.
- A compensation package benchmarked for senior / staff-level engineers, including base, bonus and benefits.
- Flexible working hours and remote work options — in digitalisation, we should lead by example.
- A dedicated training and conference budget to keep your skills sharp.
- Experienced colleagues, respectful engineering culture, and customers who trust us with mission-critical services.
- A friendly atmosphere with regular team-building activities and company events.

<https://dstny.be/>