Now Hiring:
Contact Center Solutions Engineer

VDS
Creating *Effortless* Interactions

We have an exciting opportunity for a **Contact Center Solutions Engineer** to join our Services team. The goal is to create value for clients that will help preserve the company's reputation and business.

Job Description

The Contact Center Solutions Specialist provides both pre and post-sales support of both On-Premise and Cloud Based contact centers, such as Genesys PureConnect/PureCloud, Five 9, Nice inContact, etc. This position must be able to assess customer needs and tailor customized solutions to fit the objectives of the customer. The Contact Center Solutions Specialist must be well versed in contact center offering such as contact management, interactive voice response and other self-services capabilities in order to fully meet customer expectations. This position also requires standard process development and best practices efficiencies for all troubleshooting and MAC work. An excellent specialist must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. They must also be customer-oriented and patient to provide effortless interactions to our customers.

Responsibilities

- Provides top quality service engagements for customer, serving support/implementation activities.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Ability to create and follow standardized processes to create efficiency.
- Masters knowledge of Contact Center technologies such as Interactive Voice Response/IVR, Voice Recognition Unit/VRU, Telephony Integration/CTI, Automatic call Distribution/ACD, Call Recording, Call Routing, Workforce Management, Quality Management, etc.
- Have excellent communication skills, both verbal and written.
- Logical troubleshooting thought process.
- Follow professional services standards.
- System programming and data input, per individual customer requests.

Requirements

- Troubleshooting and Problem Solving
- Knowledge of customer service processes
- Good understanding of computer systems, mobile devices and other tech products
- Basic Telephony and Networking knowledge
- Familiarity with Windows, Word and Excel
- Customer-oriented and cool-tempered
- Proven experience as a help desk technician or equivalent customer support role

Education

- Contact Center technical experience required
- Strong technical aptitude is required
- Industry standard networking certifications are a plus
- Database knowledge a plus
- Custom integration experience also a plus