



## **Job Description:**

**Position:** Senior Contact Center Solutions Engineer

**Job Location:** Chennai

**Experience:** 5 to 10 Years

**Notice period:** Immediate or Expected to join within 2 months.

**Compensation:** Best in the Industry.

Interested associates can send their CV to **mrponnala@tekvizion.com**

### **About the Company:**

We at tekVizion are independent experts in Business Communications. We provide professional services, testing, integration and custom development services to service providers, vendors, and enterprise customers so that we can help their businesses accelerate time to value, improve the quality and future proof their investments in their Business Communications networks.

tekVizion offers a range of services including interoperability testing, on-demand access to virtual lab environments, integration services and custom application development. Founded in 2002, tekVizion hosts the first interoperability lab of its kind. The company's extensive lab resources include over 250 network elements and a team of dedicated specialists, certifying over 400 applications per year.

If you are looking for a new challenge and would like to work in an active environment with current technologies and if you are a highly capable, and versatile person then tekVizion is the place for you.

### **Duties and Responsibilities**

- As Senior solutions engineer, primary responsibilities include providing solution architecture and consulting related to Genesys or Avaya Contact Center products deployed on-premises, hosted or hybrid integrations
- Install/Configure/Maintain - Understand customer requirements, analyze, design, implement or integrate complex standalone products or third-party solutions including IVRs, recorders, outbound campaigns, real time or historical reporting, Work force management, speech recognition, routing/queueing, role-based hierarchy and analytics
- Strong understanding of contact center call flows
- Genesys (v7 or v8) or Avaya certification a plus
- Experience with Genesys or Avaya SDK/APIs
- Test, troubleshoot, sustain & document solutions
- Provide timely status update & proactive communications on issues to the stakeholder



- Able to interface with internal & external stake holders regarding the software issues. Provide recommendations
- Contribute as a part of teams put together to meet overall organization initiatives/objectives
- Ability & willingness to acquire in-dept understanding of domain & existing products (beyond software) and apply the knowledge to develop new products/solutions

### **EXPERIENCE/SKILLS:**

#### **Required:**

- Minimum 5 years of experience with contact center solutions - Genesys or Avaya suite of applications.
- With strong background in contact center solution technologies.
- Must have ability to provision PureEngage (for example, agent queues, role-based hierarchy, call routing, DNAs, etc.)
- Clear understanding of PureEngage hybrid integrations.

#### **Desired:**

- Prior Experience of working in global teams and interfacing with multiple stake holders.
- Excellent analytical skills, methodical problems solving skills & troubleshooting skills.
- Excellent communication skills (Verbal & Written) and the ability to interface with extended teams spread across the globe.
- Self-motivated & willing to learn new skills & technologies as needed
- Ability to meet objectives, goals deadlines with minimal supervision.

### **Behavioral Characteristics:**

- ✓ Team player, able to effectively reach across the organization
- ✓ Strong sense of ownership and follow-up
- ✓ Self-starter and proactive
- ✓ Sense of urgency
- ✓ Problem solver
- ✓ Ambition to play a larger role in the organization
- ✓ Leadership capability

### **REQUIRED EDUCATION**

- ❖ Bachelor's degree in Engineering, Computer Sciences or equivalent