



570 Polaris Parkway, Suite 110
Westerville, OH 43082

Job Description

Job Title: CX/Customer Experience Specialist

Date: 1/2018

Department: Services

FLSA: Exempt

Reports To: Client Services Manager

Division: iQ Care Center

Job Summary

As an iQSG CX / Customer Experience Specialist, you'll be directly responsible for the physical installation of equipment and/or software either remotely or onsite at our client premise. Installations may be a new system, an upgrade to an existing system, replacement of defective components, or reloading corrupt software. You'll work closely with manufacturer support to remedy any ongoing system or software programs and keep patch logs updated. Additionally, you'll provide preventative maintenance as required, perform system back-ups, participate in vendor meetings and act as a technical resource to the project manager or sales account team. Our field engineers will serve as an escalation point for support, either remote or onsite.

Primary Responsibilities

- Analyze technical requirements and the state of the Clients' current infrastructure ensuring our design aligns with the client business initiatives. Provide subject matter expertise in phone switching, systems integration, voice mail, dialer, voice response unit, call recording and SIP Trunking.
- Plan your time and resources to stage, configure, implement and test to meet iQSG and OEM best practices while maintaining strong communications with peers, project manager and client.
- Perform hardware and software upgrades as required; schedule preventive maintenance; provide technical specifications as requested and conduct system setup and build test development plans.
- Engage the Project Manager for all client deployments and provide accurate and timely communications to ensure a successful project implementation.
- Participate in the evaluation of new OEM technology offerings and provide recommendations.
- Participate in OEM training to maintain and grow skills and knowledge of existing and new products.
- Participate in weekly conference calls or meetings as needed.
- Traveling and working after hours required for this position.



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Required Skills

- Exceptional organizational skills, follow through and multitasking abilities, excellent English verbal and written communication.
- Able to drive results with a sense of urgency relative to the clients' need. Effective time management skills.
- Decisiveness, good judgement, analytical aptitude and problem solving skills to act with authority and take risks in an environment with little direction from others.
- Excellent communicator with strong organizational savvy and leadership skills necessary to interface with and influence all levels of the client.
- Schedule, Achieve and Maintain the OEM certifications for the position and job role. Multiple OEM certifications are necessary. Review and understand the OEM certification program for each certification.
- Knowledge and/or Experience with Genesys/Interactive Intelligence PureConnect CIC or PureCloud platforms, CTI, IVR, Workforce Management, Omni-Channel Concepts, SQL Server, Exchange Server, Oracle, Basic Virtualization (VDI and Server), Active Directory and related services – DNS DHCP, Basic Networking Concepts, SOAP, XML, Web Services and others.

Desired Skills

- Ability to think strategically but willingness to handle, first hand, the mechanics of technology services required by the business.
- Pursues training and development; strives to continuously build knowledge, experience and skills.
- Establishes and develops strong relationships, communicates in a timely and concise manner, works to resolve problems and conflicts in a professional manner.
- Actively participates in Team discussions, contributes by exchanging ideas to resolve incidents, and always with a positive attitude to further the success of the Team.

Minimum Education and Experience

- Bachelor's Degree in related field
- 2-5 Years of Field Experience in the telephony, networking or IT Industry
- Experience with Genesys and/or Interactive Intelligence preferred, Cisco Voice/Contact Center as a secondary. Cisco/Avaya Contact Center experience a positive
- Industry Active Certifications Preferred not required with demonstrated experience: ICCE
- Strong desire to train, earn certifications and transition to a Genesys Expert level