

COMPANY NAME: GENESYS TELECOMMUNICATION LABORATORIES LTD.

COMPANY BACKGROUND:

The company's software unites phones, computers, databases, and the Internet for customer contact centers and other call centers. Its applications identify callers, route calls and email, and report caller statistics. Clients also use its voice portal system to offer self-service resources over the phone. Its customers span industries, including government agencies and more than 200 of the FORTUNE Global 500. Gen esys says it facilitates 100 million digital and voice interactions a day. Our industry-leading solutions foster true omnichannel engagement, performing equally well across all channels, on-premise and in the cloud. Experience communication as it should be: fluid, instinctive and profoundly empowering. Visit **genesys.com**.

Specialties

Contact Center Modernization, Genesys Cloud, Self Service, Continuous Workforce Optimization, Enterprise Workload Management, Call Center Software, Proactive Customer Communications, Cloud Contact Center, and Customer Experience Software .

JOB VACANCY: Associate Technical Support Engineer

Job Summary

The Genesys Associate Systems Engineer is responsible for using independent judgment to interact with customers to investigate, identify and create solutions. The role is an exciting and rewarding one for university graduates and professionals looking for a varied, flexible, and technically challenging customer care position in a global software organization.

Major Responsibilities/Activities

- 5% - Primary customer contact and active communication for providing accurate and creative technical solutions to user problems of moderate and difficult nature.
- 40% - Use independent judgment to research, resolve, and respond to questions received via telephone calls and web incidents in a timely manner.
- 25% - Perform System Analysis to identify and develop solutions for customer problems, including hardware, software, or system functionality.
- 5% - Analyze and create documented solutions that will be published to a company Knowledge Base for internal and external use.
- 5 % - Acquire and maintain current knowledge of relevant product offerings and support policies in order to provide technically accurate solutions to customers and partners.
- 10% - Participate in team projects, including the design, development, documentation, analysis, and testing of systems to enhance the quality or efficiency of support service.
- 5% - Develop and deploy test systems and networks.

- 5% - Continually enhance technical and professional skills.

Minimum Requirements

- Bachelor's degree in Computer Sciences, Software Engineering, Telecommunications or relevant field.
- Excellent written and oral communication skills, including the ability to explain complex concepts simply
- Customer service background strongly preferred
- Microsoft Office skills (e.g. Word, Excel, PowerPoint and Outlook)
- Relevant education background of, or at least 6 months hands on experience with, troubleshooting/administration/support of Microsoft window based applications, infrastructure and Telephony/Voice Networks.
- Fluency in English is a must.
- Ability to quickly understand complex software and concepts
- Must be able to follow instructions, complete required tasks on time, and get along with others
- Must be able to work in a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands
- Ability to take initiative and be proactive
- It is a requirement of this position to complete the Interactive Core Certified Engineer (ICCE) certification program. Successful completion of the ICCE certification program, including attending training and passing two exams, is a condition of employment for this position.
- It is a requirement of this position to obtain the Cloud Services Change Request Process certification. Successful completion of the Cloud Services Change Request Process certification, including attending training and passing an exam, is a condition of employment for this position.

CONTACT DETAILS:

If interested send your resume at Danica.delos_santos@genesys.com. Should you have further concerns/clarification, please do not hesitate to email me, call me at 091764740435 or (63 2) 840 6461.

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