Avaya Aura/Communication Manager Engineer

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Company: Avira Technologies

Location: Lahore

Category: other-general

The Avaya Aura/CM Engineer reports directly to the IT / Project Manager and is responsible for the day to day task related to call center issues & maintenance of switching, data communications, and peripheral equipment associated with the Avaya Aura Communication Manager product line.

Customers POC and Team Management

Daily Customers sides issues responsibilities

Agents Login Issues

Call Center Reporting Issues

System Resources Issues

IVR changes depends on any announcements/packages

Hardware allocations/troubleshooting

PRI/CO Trunks issues

Agent's campaign allocation

Call Center Reports Designing's

Soft Phones configurations/installations

ARS Configuration

Add/Remove agents tasks

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Add/Remove agents tasks

Maintain systems and their applications, to include any ancillary systems

Coordinating, installing, testing, and troubleshooting of transmission facilities (OC48, T3, T1 PRI, SIP and DS0).

Ensuring quality customer service

Intresting candidate can email their resume at hr@aviratechnologies.com and mentioned the Job Title: Avaya Aura/Communication Manager Engineer in the subject line

Job SpecificationCandidate must have the experience of following:

Client Enablement Services (CES)

SAL Gateway

High Availability AES servers

G-450 Gateway

Capable of working effectively with co-workers and fulfill customer requests.

Strong computer skills with emphasis on applications are required.

Ability to successfully handle multiple priorities simultaneously.

Ability to work extremely flexible hours and support on-call duties and shift work may be required.

Additional work hours beyond normal duty hours may be necessary, at times, to complete the weekly workload based upon the discretion of the supervisor.

On-call availability during off-hours in the event of service problems with the system.

Ability to concisely and effectively communicate and present complex technical information to a varied audience, including technical and non-technical customer representatives.

Effective time management to allow for involvement in special task order projects as assigned by the supervisor.

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Information Technology and Services - Lahore, Pakistan

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