

Cisco UCCE (Contact Center) Engineer

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Company: Avira Technologies

Location: Lahore

Category: other-general

Cisco UCCE (Contact Center) Engineer

Avira Technologies, Pakistan Avira Technologies is looking for a Sr Cisco UCCE Engineer for temporary contract for the upgrade project of UCCE 10.0 to UCCE12.x within Corporate Technology. Candidate is primarily responsible for overseeing the development and upgradation of telephony platform including Unified Contact Center Enterprise (UCCE). This position has knowledge of WAN/LAN technologies and VoIP/SIP call routing technologies and protocols, including working knowledge of TCP/IP routers, SBC's, servers, switches, firewalls, DNS, DHCP and VXML, CVP etc.

This position must maintain high level understanding and knowledge of the company's applications, telecommunications and data system integration and must be able to understand changes needed within the environment in order to anticipate business, customer, cross-system, cross-process, and cross-project impacts. The ability to interact with vendors to locate opportunities and improvements as well as drive resolution will be frequent. Role may be assigned other tasks as required to support the overall shared services and organizational goals.

Job Specification Responsibilities:

Implement Cisco IP Telephony solutions by translating business requirements into project plans thru implementation of Cisco IP Telephony applications including Cisco CVP/ICM (Cisco Voice Portal/Intelligent Contact Manager) Enterprise call routing, Cisco IPCC (IP Contact Center), VXML (Voice Extensible Markup Language) Gateways.

Deploy, configure and script Cisco UCCE software (ICM, and CVP), Cisco Outbound

options.

Take ownership of project tasks, quantify and complete on time with minimal supervision

Work with various IT development teams to integrate custom-developed and 3rd-party provided software and hardware solutions including software applications, IVR (Interactive Voice Response), Call Center and database integration with the Cisco IP Telephony infrastructure.

Responsible for delivery of excellence in products, process, and infrastructure management.

Applies knowledge of call center operational dynamics as it relates to the implementation of ACD (Automatic Call Distribution), CTI (Computer Telephony Integration), Network Routing and Enterprise Reporting utilizing Cisco Unified CCE (Contact Center Enterprise) solutions to solve call center related issues.

Prepares documentation and conducts training and user orientation for clients detailing configuration of proposed and deployed solutions.

Interprets network alert and performance management tool output to properly engineer the capacity and resiliency of the UCCE portion of the VoIP network.

Exercise Innovation during all stages of the project lifecycle from design through implementation.

Applies business and technical analytical skills to analyze, implement and deploy comprehensive support processes to resolve complex business & operational issues involving multi-tiered Cisco IP Telephony applications.

Required Experience and Qualifications:

Minimum of 5 years of relevant Cisco UCCE experience.

Experience with voice gateways or SIP protocol experience

Hands on Experience in Cisco Unified Contact Center Enterprise (UCCE)/ICM /CVP, Call Studio and ICM Scripting.

Hands-on experience in UCCE/ICM troubleshooting including RTTEST , OPCTEST, PROCMON, DUMPLOG

Cisco Unified Communication Manager (CUCM) experience is a plus

Experience implementing integrations using web tools and REST APIs is a plus

Excellent communication and presentation skills, including demonstrated ability to effectively engage, influence and communicate technical and business issues and solutions to all levels in the organization.

Strong leadership skills

Experience with Cisco IP Dialer, Third Party Outbound Campaign Managers, Email Manager is a plus

Multi-site configuration and hybrid of enterprise level IP and TDM environments is a plus

Certifications on the UCCE /UCCEI / UCCEI certified CCNA/CCNP/CCIE-Voice is a plus.

Information Technology and Services - Lahore, Pakistan

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