Cisco Contact Center Architect

Description
iShift is a Professional Services firm based in Scottsdale, AZ. We are currently in search of a Cisco Unified Contact Center Architect looking for a 6-month contract at one of our Phoenix, AZ-based clients. If you’re hard-working, dedicated and looking for an opportunity in the Healthcare industry, iShift and our client would be a perfect place to expand your career. For those that see this as a good fit, APPLY NOW!

Responsibilities
This is a senior level position for someone with 5-7 years of experience designing, engineering, and supporting all components of the Cisco Packaged Unified Contact Center suite (UCCE Packaged). This includes the core components of the Cisco solutions, as well as, complementary third-party applications that include Calabrio WFO and UpStream Works. The candidate will be responsible for the administration and support of complex contact center applications utilizing Finesse, CTI integration, CUIC reporting, QM and WFM, and Dialers, as well as, providing production support for all IT processes. This person coordinates service requests and project work with business unit partners, vendors, and internal IT resources.

Additional Responsibilities:
• Responsible for the implementation, management, and support of contact center applications utilizing the Cisco Unified Contact Center Enterprise (Packaged) systems
• Investigate, plan, implement, and test contact center applications, telecommunications hardware, and software
• Evaluate and assess existing technologies to determine capacity and overall performance and gaps to meet business needs
• Implement, test, train and support contact center projects
• Provide mentoring for less experienced engineers
• Review and recommend process changes
• Performs miscellaneous job-related duties as assigned

Qualifications
• Cisco Unified Contact Center Enterprise (UCCE) administration
• UCCE scripting (Business workflow and logic)
• Cisco CUIC reporting experience
• Basic understanding of CTI integration with other API’s, CTI screen-pop, Finesse gadgets, IVR database
• Basic knowledge of Java, XML, SQL, API, and other integration programming language
• Strong understanding of VoIP protocols, TCP/IP and ability to troubleshoot LANs and WANs
• Demonstrated experience supporting complex contact center environment
• Experience in functioning as a team lead within a telecom/network environment
• Strong knowledge of the telecommunications carrier environment
• Strong knowledge of industry standards
• Must possess strong oral and written communication skills
• CCNA, CNP, CCIE certifications a plus

Employment Type
Contractor

Duration of employment
6-Months

Industry
Healthcare

Job Location
Phoenix, AZ

Date posted
May 22, 2019

Valid through
July 22, 2019

Apply
Apply Now!