

## Contact Center Solutions Integrator

### Who we are:

Energetic, dynamic and on an accelerated growth trajectory. We're Quovim C3, the top Canadian provider of Contact Center and Unified Communications solutions and consulting services. We enable organizations to create powerful and meaningful interactions by encouraging our team to embrace challenges, evolution and innovation.

We seek new passionate team members to join our creative and agile learning environment. Enjoy open, modern facilities with wall-to-wall windows overlooking a unique urban green space in the heart of downtown Montreal, with easy access to public transportation, chic restos and the whole downtown vibe.

### Why we need you:

Acting as the customer's primary contact, your main objective is to provide creative and practical solutions to user challenges. Employing technical expertise, you will be responsible for delivering quality installation services and personalized customer-focused support in a timely manner.

- Research, resolve, and respond to questions received via telephone, email, web, and web chats in a timely manner, in accordance with current standards.
- Assist in the resolution of user and support issues amongst client sites to assist in the timely distribution of knowledge back to the customer base.
- Set appropriate customer expectations and fulfill customer commitments.
- Acquire and maintain current knowledge of relevant product offerings and support policies in order to provide customers with technically accurate solutions.
- Contribute learnings to company-wide knowledge base.
- Participate in team projects that enhance the quality or efficiency of support services.
- May be responsible for Professional Services and Software Development, or asked to assist in special product-related issues as needed.

### Your tech skills:

- Technical proficiency in Windows Server, Client platforms and Networking.
- Knowledge of MS Exchange and SQL Server.

### You must have:

- Bachelor's degree or Certificate in Computer Science, or related field.
- Experience with telephony products such as Cisco or Avaya.
- Minimum 5 years' experience as an Interactive Intelligence Support Specialist or similar products.
- Ability to work in a self-directed and self-motivated environment.
- Customer service focused with a willingness and determination to go all-out to meet critical deadlines on both an individual and team basis.
- Ability to travel.
- Fluent in English. Working knowledge of French is a strong asset.

**LOCATION:** Montreal, Ottawa, Toronto

**APPLY:** [CAREERS@QUOVIMC3.COM](mailto:CAREERS@QUOVIMC3.COM)