

Contact Center – Principal Solutions Consultant

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:

The main objective of the Principal Solutions Consultant role at Quovim C3 is to review and approve the product architecture, ensure accuracy of cost estimates, manage customers' needs and requirements as well as to provide pre-sales technical assistance and technical presence and expertise during sales presentations.

Principal tasks and responsibilities include:

- To prepare and review estimates and SOW's and ensure accuracy of what is being presented
- To approve all PS estimates for accuracy and profitability
- To manage and accurately interpret customers' needs and requirements
- To review and approve product architecture
- To collaborate in product management and development initiatives
- To collaborate with the PMO office and Technical Director during pre-sales activities, SOW preparations and all the way up to completion of SOW's
- To actively assist and provide technical guidance in preparation and delivery of sales presentations
- To provide pre-sales technical assistance and product education
- To mentor and provide guidance in product architecture and designs
- To act as a senior mentor to the Integrators
- To act as an Integrator resource when necessary

Qualifications and pre-requisites:

- Minimum of 10 years' experience in a similar role, leading contact center platforms such as Genesys, Cisco, InContact, Five9 is a must
- 5+ years of PureConnect & PureEngage experience is an asset
- 5+ years of Cloud platform experience within AWS, Google or Azure
- Solid database management knowledge
- Solid SIP, VoIP and telecom knowledge
- Technical proficiency in Windows Server, Client platforms and Networking
- Knowledge of MS Exchange and SQL Server
- Working knowledge of development platforms
- Bachelor's degree or Certificate in Computer Science or related field
- Strong customer service focus
- Superior communication and presentation skills
- Ability to travel
- Strong analytical skills
- Bilingualism in French and English is essential

LOCATION: MONTREAL

APPLY: careers@quovimc3.com