

## 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, the main objective of this role is to provide creative and practical solutions to user challenges. Employing the technical expertise, this role is responsible for delivering quality installation services and personalized customer-focused support in a timely manner.

### Principal tasks and responsibilities include:

- To act as an expert advisor in Unified Communications and telephony solutions with expert understanding of Genesys PureCloud and PureConnect
- To gather business requirements, document proposed solutions, implement proposed solutions (IVR, users, system configurations, skills, work groups, etc.)
- To be the main technical point of contact for projects
- To set appropriate customer expectations and fulfill customer commitments
- To acquire and maintain current knowledge of relevant product offerings and support policies in order to provide customers with technically accurate solutions
- To contribute learnings to company-wide knowledge base
- To participate in team projects that enhance the quality or efficiency of integration services
- To be responsible for professional services, software development and/or assist in special product-related issues as needed
- To provide training to agents, supervisors, administrators, etc., as needed

### Qualifications and pre-requisites:

- Bachelor's degree or Certificate in Computer Science or related field
- Knowledge of Genesys software platforms ( PureCloud and PureConnect)
- Technical proficiency in Windows Server, Client platforms and Networking
- Knowledge of MS Exchange and SQL Server
- Experience with telephony products such as Cisco or Avaya is an asset
- Minimum 5 years' experience as a Genesys Support Specialist or in a similar role
- 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 manage multiple projects at the same time
- Ability to travel
- Fluently bilingual: English and French is a must

**LOCATION:** MONTREAL

**APPLY:** [qc3recruitment@quovimc3.com](mailto:qc3recruitment@quovimc3.com)