



*Enabling Excellence in Communication and Technology*

## **Genesys Cloud CX (Genesys Cloud/PureCloud) Engineer**

**Location: Remote**

### **POSITION SUMMARY:**

EDCi provides infrastructure and call center technology services and solutions to clients throughout Wisconsin and the Midwest. Through our partnership and certifications with leading technology providers including Citrix, Cisco, Genesys, IBM and Microsoft, our customers receive the highest quality of product and service the industry has to offer.

The Cloud Engineer will serve as an engineer on EDCi's Customer Care Professional Services team providing both implementation and post implementation support. This role will closely interact with both Field & Support Engineering aligning strategic objectives to provide "world class services" while maintaining the highest level of quality.

Apply technical experience in associated technology field to resolve complex problems. Incorporate advanced technical practices into processes, procedures and tools associated with service delivery. Assist in determining solutions to complex problems and be recognized as having expertise in a technical area.

**When you join the EDCi team, you'll receive many perks, such as:**

- Remote work from home
- Paid holidays, vacation and sick time
- Bring Your Own PC Policy
- Cell phone reimbursement
- Casual dress
- Funded training and certifications
- Health, dental and vision insurance
- 401K match
- And much more!

### **RESPONSIBILITIES:**

- Responsible for design, configuration, implementation, and support of IVR/ACD scripts for Genesys Cloud Solutions
- Responsible for administration and support of Genesys Cloud solutions
- Coordinate and write technical papers, articles, standard operating procedures and best practices
- Perform in-depth analysis combining complex technical and business issues, sometimes involving fast-paced, business-critical, high profile problem solving.
- Ability to balance both support and project work when applicable; able to meet support/project milestones
- Collaborates with Technical Account Managers, Project Managers & Sales where applicable.
- Support testing effort

### **PRIMARY/ESSENTIAL SKILLS AND QUALIFICATIONS:**

- 2+ years experience in Genesys Cloud CX (Purecloud) technology
- Genesys Cloud CX certification is a plus
- Knowledge of Media / Voice gateway knowledge is a plus



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- Knowledge of SIP Protocol implementation and support Preferred
- Excellent client service attitude and team focus
- Understand best practices for a service organization
- Development Skills/certifications as a plus are:
  - Java/Java Script
  - HTML
  - Rest WEB Services
  - Genesys Cloud CX API's
  - Microsoft SQL Server
  - Web-services, 3<sup>rd</sup> party API's

**SECONDARY/OPTIONAL SKILLS AND QUALIFICATIONS:**

- 1+ years experience in network administration and support is a Plus
- .NET development or C# Experience is a Plus