



*Enabling Excellence in Communication and Technology*

## **Technical and Business Account Specialist**

**Location: Remote**

EDCi provides infrastructure and call center technology services and solutions to clients throughout North America. 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 Client Consultant will serve as a key component on EDCi's Customer Care Sales team, taking ownership of strategic client accounts to perform continuous improvement consulting support. This role will closely interact with our sales account managers as well as our customers to help architect world class solutions and enable our customers to achieve optimal business outcomes.

Come join a high-performance team! At EDCi, we are more than just technologists. We are a team passionate about the work we do, and a family dedicated to building on our strengths and improving our challenges both individually and collectively. EDCi is an organization that takes pride in recognizing balance and the importance of family. If you're a talented professional looking to help lead a cutting-edge growing company and seek a flexible, family-oriented work environment, we want to talk to you!

### **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 providing white glove support for strategic EDCi clients.
- Perform project coordinator duties associated with utilizing engineering/AI resources.
- Lead client continuous improvement platform support, tuning, and regular feature configuration/deployments.



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- Provide in-depth analysis combining complex technical and business issues, sometimes involving fast-paced, business-critical, high-profile problem solving.
- Demonstrating and answering questions to clients related to our top contact center platforms
- Strong desire to stay on top of all things happening in contact centers
- The ability to quickly understand and solution customer pain points

**PRIMARY/ESSENTIAL SKILLS AND QUALIFICATIONS:**

- 1+ year experience in Genesys Cloud CX (Purecloud) technology
- Genesys Cloud CX certification is a plus
- Knowledge of telephony architecture and Genesys Cloud CX dependencies
- Experience in delivering business operations and/or customer experience initiatives
- Understand best practices for a service organization
- Development experience and/or mindset
- Excellent client service attitude and team focus

**SECONDARY/OPTIONAL SKILLS AND QUALIFICATIONS:**

- Healthcare industry background
- Natural language bot flow development experience
- Leadership experience
- Business analysis experience or having been part of transformation projects
- Understand how budgets work along with how to creatively achieve strategic initiatives