



*Enabling Excellence in Communication and Technology*

## **Associate Solutions Consultant**

**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 with leading technology providers, our customers receive the highest quality of product and service the industry has to offer.

The Associate Solutions Consultant will serve as a supporting member on EDCi's Customer Care Sales team providing presales support. This role will closely interact with our sales account managers, our senior solution consultants 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 & vision insurance
- 401K match

And much more!

### **RESPONSIBILITIES:**

- Responsible for researching solutions with our contact center technologies
- Responsible for building bot flows for demo purposes, as well as scripting new demos
- Will be responsible for building quotes for customers
- Ability to be versatile and work in several different capacities including the flexibility to switch tasks



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**PRIMARY/ESSENTIAL SKILLS AND QUALIFICATIONS:**

- Strong desire, passion, and ambition to learn
- 2+ years of IT experience, preferably in the contact center
- Excellent client service attitude and team focus
- Desire to be on a sales team
- Must be passionate and enthusiastic about contact center solutions
- Strong desire to stay current on contact center trends and technological innovations
- Identify and understand customer pain points to provide solutions quickly and accurately
- Understands how to prioritize and organize time without micromanagement

**SECONDARY/OPTIONAL SKILLS AND QUALIFICATIONS:**

- Experience in Genesys Cloud CX (Purecloud) technology
- Genesys Cloud CX certification is a plus
- Bot development experience
- Business analysis experience or having been part of transformation projects
- Software Architect or Business Analyst experience is preferred