N779 Communication Drive, Appleton
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www.edci.com

Genesys Engineer

EDCi provides infrastructure and call center technology services and solutions to clients throughout the 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 Genesys Engineer will have responsibility for designing, configuring, developing , implementing and supporting Genesys technologies. This opportunity is focused on the implementation and support of voice and other communication channels including email and chat routing.

When you join the EDCi team, you'll receive many perks, including:
- Funded Training and Certifications
- Bring Your Own PC Policy (BYOD)
- Cell Phone Reimbursement
- Business Casual Attire with Casual Fridays
- Flexibility – work from home when applicable
- And many more!

Responsibilities

- Perform project and support tasks for Genesys implementations
- Configuration and on-site Implementation of Genesys products and solutions
- Design, install and configure network and telephony devices in compliance with company standards
- Leverage the following Genesys during implementation: Administrator, Handler development, Dialer, Recorder, Speech, Marquee, ACD for voice/email/chat
- Consult with clients to determine functional requirements and converts those to both requirements and design specifications
- Consults with clients to determine requirements and translate them into hardware/software recommendations
- Must have the ability to operate with minimal supervision and effectively communicate with both internal and external customers
- Ability to balance both support and project work; able to meet project milestones

Essential Skills & Qualifications

- 3+ years IP Telephony/VoIP experience is required
- Knowledge of VoIP equipment, implementations and support required
- Genesys, Interactive Intelligence or CIC experience required
- Knowledge of media/voice gateway knowledge preferred

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- Knowledge of SIP protocol implementation and support preferred
- BS preferred, Associate's degree in IT related field required
- Excellent client service attitude and team focus
- 1+ years' experience in network administration and support is a plus
- .NET development or C# experience is a plus
- Experience with Microsoft SQL stored procedures is a plus