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Contact Centre Engineer



FinXL IT Professional Services

 Canberra ACT

 Telecommunications (Information & Communication Technology)

 Contract/Temp

Posted 22h ago

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Canberra ACT

Fulltime / Long-Term Contract Engagement

Must be Australian Citizen and be able to obtain NV1 Clearance

Contact Centre Engineers will be working with our telecommunications client expanding into new technology to work better with their customers across Australia.

Contact Centre Engineers will develop and implement solutions while working closely with; the client enterprise business, Pre-Sales team, Solution Architects, Project Managers, Support Teams and external partnered vendors.

This position will be based in Canberra working with one of the largest contact centres in Australia and New Zealand deliver work on some of the industry's most complex and challenging solutions.

Skills & Experience:

Required is contact centre technical solution delivery experience with one or more of the following solution suites including NICE CXone:

- Cisco Webex CC, UCCE
- Genesys Cloud CX, Multicloud CX
- Amazon Connect, Verint or Avaya

Further Experience:

- Experience with business requirement gathering and documentation.
- Experience with call flow design, documentation, and scripting
- Experience with Web Services or other API development

If you are a dedicated and experienced Contact Centre Engineer with a passion for making a difference in the public sector, we encourage you to apply by Clicking the "APPLY" Button or Call Alvin on **02 6243 6415** to discuss further.

FinXL does not accept unsolicited resumes or appreciate unsolicited calls from recruitment agencies.

FinXL encourages applications from Aboriginal and Torres Strait Islander people.

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