

- Significant experience writing technical publications for a technical audience.
- Experience with professional technical writing tools and HTML to create and manage technical publications.
- Experience documenting software APIs for a technical audience.
- Excellent organization, communication, and interpersonal skills.
- Familiarity with online content-delivery tools and platforms.
- Significant experience in working with extremely complex technical solutions.
- Desired experience includes familiarity with contact-center software, telecommunications technology and standards, network-based solutions, or other highly technical systems.

Genesys is a leading provider of multi-channel customer experience and contact center solutions. With over 3,500 customers in 80 countries, Genesys orchestrates more than 100 million customer interactions every day across the contact center and back office. Genesys helps customers power optimal customer experiences that deliver consistent, seamless and personalized experiences across all touchpoints, channels and interactions.

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