



Job title	IT Voice Network Architect
Location	Bangkok, Thailand

Company Description

We are currently assisting the biggest international financial service company.

Job Purpose

The primary function of this role is responsible for producing the service deliverables on enterprise computer telephone integration (CTI) projects for our international clients. The individual will need to be self-motivated, analytical with a working knowledge of ITIL processes.

Duties and Responsibilities

- Produce the process designs for CTI services ensuring effective integration of new services/upgrades into existing processes.
- Provide technical consultancy on client service transition plans (service introduction & upgrades) and migrations from end of life (EOL) components.
- Develop and maintain client process architecture including business process maps, call flows and routing.
- Define and implement client service continuity management plans.
- Develop service catalogues for each client describing their services, service components including versions and technical interdependencies.
- Subject matter expert responsible for assessing all planned changes to service, ensuring that business impact is minimized.
- Technical escalation for service outages/ incidents liaising with service providers/ technicians to resolve incident. Provide accurate incident status reporting/ root cause analysis to central incident management teams and client service manager.

Candidate Profile

- Minimum 5 years experience with large scale CTI / CSTA / JTAPI / TAPI integrations.
- Strong communication skills both verbal and written skills to develop technical service documentation and presentations in English.
- Experience of large IT infrastructure projects with multiple vendors and work streams.
- Working knowledge of call/contact centre functions and business processes.
- 3 years of experience in IP based contact centre voice technology, preferably with UCCE
- Strong knowledge of PSTN and IP telephony: DSS1, SIP, QSIG, PMX
- Able to explain complex technical concepts clearly to a non-technical audience.
- Experience presenting information to clients and senior management.
- Bachelor's degree in Computer Engineering, Computer Science, Telecommunications (ICT) or similar experience.



- CISCO voice certification (CCNA, CCNP) preferred.
- ITIL v3 accreditation would be advantageous.
- Demonstrated ability to understand requirements and translate them to technical services for clients.
- Demonstrated project delivery experience with consideration to service design and implementation estimates.
- Strong technical troubleshooting and analytical skills; Creative thinking; Innovative approach to problem solving.
- Solid experience in CISCO Call Centre Enterprise Technology, Knowledge of Alcatel and Avaya systems would be an advantage.
- Ability to work in a team environment as team member or as team leader.
- Multi-national and/or cross border project experience is an advantage.
- Service oversight to ensure that services are delivered at specified quality and availability levels.
- Experience of working with global clients and partners. Acting as point of escalation (on call) for service incidents/outages.
- Experience working with Incident, Problem and Change Management processes.

Approved by:	(on behalf of CEO)
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