

Project Manager implementation of Genesys Contact Center solutions

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Company: RP International (RPI)

Location: dubai

Category: other-general

Project Manager implementation of Genesys Contact Center solutions This is a 12 month contract position Project Manager implementation of Genesys Contact Center/ Call Centre software is required. My client is a Global name organisation, which is an international market leader. This is an EXCEPTIONAL opportunity to work with an EXTRAORDINARY and hugely SUCCESSFUL company. This is the opportunity to lead from a technology perspective this organisation's implementation of Genesys Call Centre software. It is essential that the PM have in depth experience of implementing Genesys Call Centre software from end to end Essential:

- Specific implementation of Genesys Call Centre software
- Minimum 10 years of specialist technical experience, ideally within a project based IT environment. During which it should include IT Project management (minimum 8-10 years), with a good experience to industry std Project management and Development life Cycles, Change implementation planning and management, Systems Development Management, PM tools, Application support & Business analysis, People management
- Experience in IT project management in a CMMI environment will definitely be an added advantage. Excellent and assertive communications and influencing/negotiating skills ideal pre-requisite for all positions.
- Experience with large scale network deployments
- Experience of managing deployments to multiple sites and of working closely with site contacts is required
- Strong technical skills in infrastructure areas.
- Strong vendor management skills.
- High level of stakeholder management capability, ability to liaise with Senior execs and VPs

About The Company RP International is the leading specialist recruitment consultancy in the established and emerging telecoms markets. From our hubs covering the Americas, Europe the CIS, the Middle East, Africa and

Asia Pacific we have partnered with operators, vendors, systems integrators and consultancies in more than a hundred countries, giving us an in-depth understanding Of cultural sensitivities, local business practices and hiring requirements. Our clients and candidates benefit from the long-term perspective and breadth of knowledge that comes from working with an industry partner. From our beginnings providing telecoms expertise into deregulating markets, we have developed our range of services to supply executive search, contingent, contract and launch and transformation resource solutions across the industry. Our historic success in cross-border search assignments connects our clients to a global network of industry talent. We identify the best available candidates on a local, regional and international basis.

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