

United Arab Emirates Jobs Expertini®

Service Delivery Lead

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Company: Black Box

Location: dubai

Category: other-general

Roles & Responsibilities :10+ years of experience in implementing large UC & CC platforms in enterprise accounts spread across multiple Geos and having 1000+ users Deep knowledge and experience in Avaya & Genesys both on-prem/hybrid & cloud and transitioning between them Comprehensive knowledge of technologies found commonly in a Contact Center environment including DBs, Cloud Hosting, Microsoft OS both Client and Server, Microsoft Office, Web based Application/Interfaces and how they integrate with the core platform Working knowledge of adjunct solutions like SBC, WFM, Loggers, RPAs, Collaboration, Hosting, Monitoring & AV devices. Customer Facing abilities to explain to end-user in non-technical language and connect with business objectives. Certifications & Training from relevant OEMs Manage Support function independently with ticket management, tracking & documentation. Strong learning & self-education skills with support from partners, vendors and OEMs Strong analytical, reasoning and organizational and project task management skills with exceptional attention to detail and follow through, including proper documentation along with good communication & time management skills

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