

## SOFTWARE ENGINEER (AVAYA)

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Company: NADIA GLOBAL

Location: Dubai

Category: healthcare-practitioners-and-technical

A well-established group of companies with a headcount of 0+ is looking forward to hire a

**Software engineer (Avaya)**. It is a System Integrator company. **Requirements :**

Minimum 8 years of Avaya experience and should be well versed with POM, IVR, CMS, SBCE, SM, ACD, Altitude, Harmony Recording and WFO, Omni Channel + AIC applications.

He should possess T3 Level of troubleshooting provides a comprehensive level of log analysis.

Should be good at Application level understanding and should be comfortable performing Upgrades and patch updates.

Should have In-depth technical Knowledge of server and VM architecture.

Should have Advanced Networking troubleshooting skill, Voice packet analysis Call Routing architecture, hence defining detail Analytics for contact center process.

Speech Analytics reporting is a must as upgrade is in pipeline once WFO is in our bucket.

Working knowledge of Complex call Routing architectures In past experiences is must Vendor management, Client management.

Certifications will be a value Add for multiple applications.

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