

System Engineer Jobs In Dubai 2022 | Agoda

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Company: Agoda

Location: dubai

Category: other-general

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Description:

Agoda is an online travel booking platform for accommodations, flights, and more. We build and deploy cutting-edge technology that connects travelers with more than 2.5 million accommodations globally. Based in Asia and part of Booking Holdings, our 4,000+ employees representing 90+ nationalities foster a work environment rich in diversity, creativity, and collaboration. We innovate through a culture of experimentation and ownership, enhancing the ability for our customers to experience the world.

Job Responsibilities:

Our Customer Experience Group (Tech) team in Bangkok is searching for an experienced System Engineer to help us build and manage our Contact Center and Telephony Platform (Infrastructure). We are looking for somebody with hand-on experience in Contact Center and Telephony Platform with scripting/automation skills to ensure the right visibility, monitoring, alarming and automation.

Job Requirements:Manages and operates Contact Center and Telephony Platforms (Genesys, Verint, Avaya, internal configuration and monitoring system)

Design and develops dashboard, monitoring tools and some part of automation if applicable to help drive efficiency in Agoda's Contact Center infrastructure

Conduct of applications and servers performance tuning, analytics and troubleshooting investigations

Manage projects, incidents and daily operation tasks

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