

Voice Operations Specialist Jobs In Dubai | Michael Page

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An international bank with a global reputation who are embarking on a significant systems migration journey and looking for the right talent to deliver this on the ground

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Responsibilities

Hold accountability for voice services, becoming the “go to” person to resolve issues and escalate concerns as required in the governance framework

Prepare and maintain high-calibre project documentation detailing the latest progress and identifying appropriate risk mitigation activities

Manage local vendors/suppliers and monitor they are delivering on requirements as described in SLAs

Responsible for maintaining required artifacts and information for relevant regulatory bodies

Ensure solutions proposed are aligned with the overall mid and long term aspirations of the bank

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Requirement

Must have between 3-5 years experience in Information Technology with a specific focus on

collaboration and communication tools

A bachelors degree in Information Technology, Computer Sciences or Systems

Management is highly preferred

Excellent interpersonal skills, with the ability to reframe complex technical language to ensure understanding amongst different stakeholders

Experience in delivering Cisco, Genesys, MS Teams etc solutions and managing phased rollout/integrations across multiple departments and geographies

UAE National with Family Book. Fluent in Arabic & English

Excellent time management skills that enable you to prioritise key tasks at pace

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