



Job Title: Contact Center IS Support Specialist (SME)

Location: Budapest, Hungary

Department: Member Services

Reports to: Contact Center Senior Manager/Director

Language Requirement: English

Job Description:

Provide the highest level of customer service and technical support to our Contact Center by managing, processing, and troubleshooting technical related concerns or issues.

Job Responsibilities:

- Install and configure computer hardware, operating systems, and applications
- Monitor and maintain computer systems, networks, and Avaya telephone equipment
- Address issues both face-to-face and remotely
- Troubleshoot system and network problems. Diagnose and solve hardware issues (Windows and Mac)
- Resolve and/or replace faulty hardware
- Process RMA or warranty replacement of hardware
- Document all hardware distributed, following approved processes
- Provide support, including procedural documentation and relevant reports
- Follow diagrams and written instructions to repair a fault or set up a system
- Support the deployment of new applications
- Set up new user accounts/profiles and deal with password issues
- Respond and close tickets within approved SLA
- Work continuously on tasks until completion
- Prioritize and manage many open cases at once
- Rapidly establish a good working relationship with employees, executives, and teammates
- Provide operational/application support for Avaya One X Agent softphone, Avaya H.323 Hard phone and SIP call routing
- Provide management with reports identifying actionable personal and market data
- Generate and publish agent schedules
- Optimize shift events to maximize staffing
- Provide monthly staffing recommendations
- Assist in Workforce Management projects

Job Qualifications:

- Influencing stakeholder management skills.

- Ability to meet deadlines, work under pressure, prioritize own workload and take ownership of problems
- Works effectively alone and with a team
- A good understanding of best practice for contact center IS processes
- Ability to follow instructions, policies, and procedures
- Ability to prioritize projects and adhere to deadlines
- Strong computer and software skills
- Methodical, logical, organized and flexible approach to work.
- High level of attention to detail.
- Process mapping and documentation skills and experience.
- Exceptional attendance required
- Impeccable work ethic
- 2 years hands on experience providing desktop support in a call center environment
- Experience with Avaya voice solutions will be a plus

To apply please email your CV to hungaryrecruiting@doterra.com along with your preferred salary, the position you are applying for, and a possible start date.