

<b>JOB TITLE:</b>	Technical Service Engineer
<b>LOCATION:</b>	Remote / Miami FL
<b>SALARY:</b>	\$70,000 - \$90,000
<b>DEPARTMENT:</b>	Technical Services

Connex One is a UK Based, successful international software house, that designs innovative Cloud SaaS contact centre / customer engagement solutions which focus on insights, data analytics, and omnichannel communications.

Established in 2013, Connex One is now present on 5 continents with a team of over 400 employees based in our Manchester, Miami, Sweden, Durban, Barcelona, and Melbourne offices.

The team is composed of Software Developers, Database Engineers, Data Scientists, Support Staff, Technical Services Engineers, Sales, Solutions Architects, Operations, Marketing, Accounts, Admin, HR & Compliance.

### **Role Objectives**

The key deliverables of a Technical Services Engineer are to provide implementations of the full suite of Connex One products and provide technical onsite support and guidance to new and existing clients.

The implementation team which this role forms part of, also serves an advisory and escalation function and will be called upon to assist with project scoping, client on-boarding and client documentation. The Technical Services Team works in PODs which consist of a TSM (Technical Services Manager), TSE (Technical Services Engineer) and a PM (Project Manager).

### **Core Responsibilities & Duties**

As a Technical Service Engineer you must possess excellent verbal communication skills in addition to exceptional attention to detail with extensive written and technical documentation skills.

Responsibilities include, but are not limited to:

- Developing a deep understanding of the operation of our entire product suite as well as interface specifications for systems integrations
- Working under the guidance of the technical services team, be responsible for the delivery, or part delivery of new projects as per customer requirements.
- Ensure that training sessions and any required pre training plans are documented.



- Take ownership of new projects and professionally manage them through to a resolution\conclusion, using trello and Zendesk.
- Self starter with the ability to work on your own initiative and deliver to high standards.
- Excellent communication skills, present a strong customer awareness and be able to liaise with internal departments to ensure clients get the best from the system.
- Become a trusted adviser to our enterprise clients and help to develop practical solutions to their real world problems and risks.
- Consult with clients using your own experiences on using the system to its full capacity, from dial and data strategies to do's and don'ts when managing a system gained through your years in the contact centre industry.
- Feeding back on product usability and development requirements from clients as well as your own ideas. Technical Services Engineers are customer facing and hear first hand what will help develop the product at a customer level and also from your own experiences in the contact centre environment.
- Prepared to travel across the US and globally on a regular basis.

### Qualifications & Experience

The required skills and experience are as follows:

- Contact Center/Customer Engagement Experience (either as an end user or supplier) or experience within a similar Saas implementation and consultation role
- Ability to handle multiple projects concurrently
- Adaptive thinking and problem solving
- Technical Document Writing
- Understanding of integration approaches
- Project management (PMI / Prince II)
- BI/Report writing Telephony (PBX/VoIP)

To apply for this role, submit your CV and any relevant personal information to [hr@connexone.io](mailto:hr@connexone.io)

*As a reputable employer regulated by the Off Com, ICO & Financial Conduct Authority, all offers of employment for this role are subject to a series of background checks, including criminal (DBS) and previous employment.*

*This job description should be taken as a general guide and the company reserves the right to update and amend it in keeping with operational requirements, which may change from time to time.*