

Genesys Cloud Specialist (Remote Position)

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$75.00 to \$100.00 hourly
Employment status: Contract / Temporary to Hire

Description

We are potentially seeking a **Genesys Cloud Specialist** with experience in **Genesys Cloud migration** and expertise in **IVR (Interactive Voice Response), routing, scripting, and user management**. The ideal candidate will have a strong understanding of **Genesys Cloud solutions** and will play a key role in migrating our systems from **Genesys PureConnect to Genesys Cloud**. Familiarity with **mobile technologies, cell phones, access points, and hands-free devices** will be considered an asset.

Responsibilities:

- **Genesys Cloud Migration:** Lead the migration efforts from **Genesys PureConnect to Genesys Cloud**, ensuring smooth transition and minimal disruption to business operations.
- **IVR Design and Implementation:** Develop, modify, and maintain **IVR systems** to streamline customer interactions, ensuring optimal performance and user experience.
- **Routing and Scripting:** Design and implement call routing strategies, including setting up and optimizing **call routing rules and scripting** for automation and efficiency.
- **User Management:** Add and remove users, manage permissions, and ensure proper system access for all employees utilizing the Genesys Cloud platform.
- **Mobile Device Integration:** Understand and troubleshoot mobile devices, cell phones, and **hands-free devices** for compatibility and integration with Genesys Cloud solutions.
- **System Monitoring & Optimization:** Monitor system performance and provide ongoing troubleshooting and support to ensure maximum system uptime and operational efficiency.
- **Collaboration with Cross-Functional Teams:** Work closely with other teams (technical support, network engineers, etc.) to address issues and implement improvements.
- **Documentation:** Maintain thorough documentation of all configurations, workflows, and processes related to Genesys Cloud and IVR systems.

Requirements

Skills and Qualifications:

- **Experience with Genesys Cloud** (migration, configuration, troubleshooting).
- **Experience with Genesys PureConnect** (migration experience is a plus).
- Strong understanding of **IVR systems and call routing**.
- Proficient in **scripting and user management** on Genesys platforms.
- Familiarity with mobile technologies, **cell phones, access points, and hands-free devices**.
- Strong problem-solving and troubleshooting skills.
- Ability to collaborate effectively in a team environment.
- Excellent communication skills and attention to detail.

Preferred Qualifications:

- Certification in **Genesys Cloud** or related technologies.
- Experience in **telephony system integrations** with mobile and hands-free devices.
- Familiarity with **cloud-based call center solutions** and **networking** fundamentals.

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