

Unified Communications/Contact Center Technician:

Enterprise Systems Group seeks a Unified Communications /Contact Center Technician to join our team.

About Enterprise Systems Group:

At ESG we provide some of the most advanced business technologies available and have been steadily growing over the past several years with locations in Little Chute, Brookfield and Madison. The talented people that work at ESG, their drive to be the best at what they do and the thousands of customers they support is what has made this company so successful. If you are a talented professional seeking a positive work environment that will both challenge you and expand your career, we would love to hear from you.

Position Responsibilities:

ESG is seeking an experienced Unified Communications/Contact Center Technician to join our team. The Technician is responsible for the configuration, support, and implementation of Mitel MiContact Center, Mitel VoIP /PBX systems, and client/server and web applications. This person must have quality communication and technical skills and be able to work in a team environment to ensure quality support to Client businesses.

The position requires working knowledge of contact center technologies and unified communications with an emphasis on Mitel solutions. This includes the analysis, design, development, testing, installation, and support of systems and acting as interface with vendors for day to day support as well as execution of projects to improve and evolve the contact center operations.

Requirements:

- Ability to grasp and apply technical concepts relative to the hardware/software components of telephone systems and telephony infrastructures
- Troubleshoot problems arising from the malfunction of the servers and applications in the contact center.
- Familiarity with IVR operations in a contact center
- Familiarity with call recording applications
- Interface with the customer's IT department for supporting server and application upgrades and other technical issues related to the contact center.
- Basic knowledge of Windows Operating System, Microsoft and SQL.
- Experience with QoS, Networking, VLAN's.

Apply:

Qualified applicants please submit your resume via email to **rickr@esgexperience.com**