

## **JOB PURPOSE**

The Unified Communication Engineer is responsible for the support and the maintenance and of the Regional Contact Centre Platform and will provide assistance to the end users. Unified Contact Centre Enterprise solution in this context of JD includes but is not limited to all approved video and voice communications, Webchat, SMS, social miner channels.

This role is also responsible of ensuring proper operation of the contact centre infrastructure at the central Data Centre.

## **KEY RESPONSIBILITIES**

- Ensure proper operation of all Unified communications and contact centre systems.
- Ensure proper implementation of all Unified communications and contact centre systems.
- Define Quality of Service implementation on WAN/LAN Links in collaboration with Network Performance Team.
- Identify opportunities for voice communications costs optimization across the Group.
- Implement, manage and support Microsoft Teams direct routing integration.
- Ensure proper implementation of Contact Centre Business logic.
- Help to drive the business within the Ecobank group by technically actualizing business requests into cost effective solutions.
- Collaborate with other technical units within the group to ensure a reliable and smooth communications for the business.
- Provide regular reports on ECOBANK Voice and Contact centre performance.
- Provide support to all ECOBANK affiliates.
- IT Governance- Ensure compliance of Unified communications processes with defined standards, guidelines and framework.
- Ensure Incidents and Business As Usual (BAU) service requests are treated within agreed Service Levels.
- Manage helpdesk tickets.
- Provide continual ticket updates to the customer and ensure that tickets are updated with incidents resolution details.
- Provide accurate documentation and resolution details for all incidents.
- Write weekly and monthly activity report
- Provide ad hoc reports.

- Perform all other duties assigned by the Head of Unified Communications Engineering.

## **KNOWLEDGE, SKILLS & EXPERIENCE**

### **Experience & Qualifications**

- Bachelor's degree in Telecommunications, Computers Science or related field of study.
- Strong awareness of the technical and business environment.
- Understanding of and experience with service level agreements.
- Ability to interact with individuals on all organizational levels.
- 5+ years of relevant professional experience in implementing and maintaining Voice Networks.
- Experience providing support in complex environments and multiple geographical locations.
- Very Good knowledge of Cisco Unified Infrastructure (Call Mgr, Unity Conn, Contact Centre, etc.).
- Very good and practical troubleshooting skills
- Good practical knowledge of IP Networks and its implication in delivering voice related services.
- Industry certifications: Cisco CCNP Collaborations certificate will be a plus.
- Good knowledge of ITIL foundation and Project Management principles.
- Ability to communicate in English and/or French.
- knowledge and experience in the administration and operations support of call recording and accounting platforms.
- Knowledge of Microsoft teams direct routing.