



Sr. IVR Application Developer, North America Utilities

Location

Dallas, TX

Summary:

The Call Center Solutions department supports technologies that are critical to the operation of the call center. System support, configuration and administration are critical functions that need to be performed for the internal technology systems. This position would be responsible for the development and maintenance of the Edify IVR applications and systems that provide self-service capabilities to our utility customers.

Job Responsibilities:

- Analyze, design, code, test Edify IVR applications.
- Act as Project lead for Edify IVR activities.
- Act as Team Lead and assist other Edify IVR developers/administrators in resolving issues.
- Partner with multiple technology teams and business partners to ensure smooth implementation of quality IVR/VRU enhancements.
- Perform all MAC work on IVR applications.
- Development of call flow diagrams related to IVR applications and interactions with other systems/applications.
- Development and maintenance of IVR system & project documentation.
- Work with the reporting team to provide required data.
- Level 2& 3 trouble shooting of system related and user issues.
- Serve as a member of the support team and take a turn in the after hours support rotation.
- Work directly with the system Vendor support organization to resolve issues.
- Manage the multi-site IVR platform.
- Manage trouble ticket queue.
- Manage IMAC / Work orders by performing admin functions.
- Perform all system admin functions for the IVR hardware infrastructure, managing services, and reviewing system logs.
- Work with 3rd party vendors to resolve tickets and escalated issues.
- Perform routine maintenance, system checks, and monitor applications and servers.
- Update processes and procedures as needed.

Essential skills, knowledge & abilities:

Intellectual:

- Strong analytical and problem solving skills to deliver customer centric and timely resolution to customer and client.
- Knowledge of IVR infrastructure and related systems and procedures.
- Proficient in Edify's Electronic Workforce (EWF).

Please send resumes to vertexnacareers@vertexna.com

Date posted: September 12, 2008



- 5 - 7 years or equivalent knowledge of IVR/VRU applications/systems (preferably Edify IVR).
- Background in C/C++ development a plus.
- Background in ASP.net/web server development.
- Strong SQL knowledge/skills utilizing Oracle 9i/10g, MS SQL server, and Microsoft Access databases.
- Experience in interfacing with Stored Procedures, Views, Database Access Tolls, and raw SQL.
- Knowledge of System Configuration and Installation.
- Knowledge of telecom (Avaya, T1, OPS/SA, ISDN, ANI, DNIS).
- Knowledge of change management and version control tools.

Interpersonal:

- Good communication skills both written and verbal
- Excellent Customer Service focus
- Good organization skills

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