



## Sr. Systems Administrator - Witness, 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. The systems that fall into this category are the recording, workforce and reporting systems. This position will be required to provide administration and support for multiple Call Center locations.

### Job Responsibilities:

- Act as Witness administrator
- Act as Project lead for Witness Activities
- Act as Team Lead and assist Witness administrators in resolving issues.
- Manage/perform integration of auxiliary systems with Witness
- Perform all MAC work on the Witness.
- Training of new and existing users for evaluations and reporting.
- Training of QA team for report generation.
- Work with the reporting team to provide required data.
- Research and provide PUC, PSE, and ROD required Liability calls within the required timeframe.
- Interact with SQL DBA to maintain SQL databases.
- Perform system and tape backups.
- 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 Witness platform.
- Manage trouble ticket queue.
- Manage IMAC / Work orders by performing the following admin functions: adding removing user access, updating workstation, login ID, and extension information, creating/updating quality evaluation forms, report groups, and team hierarchy.
- Perform all system admin functions for the Witness hardware infrastructure including tape archive management, managing services, and reviewing system logs.
- Perform hardware maintenance on recorders or servers as needed.
- 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.

Please send resumes to [vertxnacareers@vertexna.com](mailto:vertxnacareers@vertexna.com)

Date posted: September 12, 2008



Essential skills, knowledge & abilities:

**Intellectual:**

- Technical knowledge related to Call Center technologies
- 5 - 7 years or equivalent knowledge of the Witness call recording platform.
- 2 years Telecom experience (preferably Avaya)

**Interpersonal:**

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

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