

Innovation Center Engineer

WHAT YOU'LL BE DOING

The Calabrio Innovation Center specializes in developing business solutions around industry best practices to accelerate adoption and generate optimal business value from Calabrio software solutions. Through proof of concepts, industry solution demonstrations and best practice workshops, it allows our prospects and customers to visualize the business value from Calabrio software solutions.

The Innovation Center Engineer role is focused on creating cutting edge business solutions for customers and prospects and showcasing leading edge technology in the Innovation Center.

This individual will serve as a solutions advisor working with customers and prospects and serves as a company spokesperson for contact center best practices. Primary responsibility is to maintain the Innovation Center lab environment, translate market trends and rapidly develop innovative solution demonstrations, understand and implement complimentary technologies.

CORE EXPECTATIONS

- Must demonstrate an ability to excel in a dynamic environment
- Exceptional communication and customer facing skills
- Strong Technical expertise
- Strong analytical thinking and problem solving skills
- The ability to effectively work with Executive-level prospects
- Excellent interpersonal skills with the ability to build effective working relationships at all levels
- Must be a self-starter and strong closer with multi-tasking ability
- Demonstrated ability or interest in learning Calabrio software products

CORE COMPETENCIES

- Managing multiple VMware ESX (i) hosts using vSphere client
- Administering and managing Windows servers
- Strong presentation skills are essential
- Strong database skills (SQL) are required
- Familiarity with Contact Center administration and business practices in the areas of CTI, Quality Management and Recording, and Work Force Management software

EDUCATION/EXPERIENCE

- Requires a BA degree in a technical discipline or equivalent
- Call/contact center industry and/or software experience a plus

MENTAL/PHYSICAL REQUIREMENTS

- Ability to be on feet while performing job responsibilities
- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time

WORKING RELATIONSHIPS

- Report to a Manager of Innovation Center
- Ability to work closely with peers, group leaders and other employees and departments in the company
- Directly work with customer and partners

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

INTERESTED IN THIS OPPORTUNITY?

To apply, click [here](#)!

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