

Innovation Center Engineer

To apply for this position, click [here!](#)

Do you want to be part of a team that is focused on creating cutting edge business solutions for customers and prospects that showcase leading edge technology? Do you want to work in a technology lab environment? Do you see yourself as a business advisor? This could be the role for you!

WHAT PROBLEMS WILL YOU BE SOLVING?

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.

WHAT SKILLS WILL MAKE YOU SUCCESSFUL?

- 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

WHAT IS REQUIRED FOR YOU TO APPLY?

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

WHAT VALUES ARE IMPORTANT TO CALABRIO?

- Collaboration amongst teams
- Open communication across the company
- Ambitious
- Accountable
- Customer Success

Calabrio, Inc. is an Equal Opportunity Employer that values diversity at all levels. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, age, sexual orientation, gender identity, disability or veteran status.

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