Integration Engineer

Are you an experienced Deployment Engineer with a passion for helping clients find new and innovative ways to incorporate new technologies and data in their daily lives? Do you want to be part of an exciting, innovative, and fast paced growing software company? The Calabrio Innovation Center is looking for a highly motivated individual who can help our clients uncover new ways to integrate third-party data into the Calabrio Data Mart to drive business intelligence initiatives.

POSITION SUMMARY

The Integration Engineer is responsible driving the integration of third-party data and solutions with the Calabrio One suite of software. This position will work closely with a group of world-class engineers to ensure that business objectives requiring third-party integration identified during the sales process are met and they are able to realize their return on investment. In addition, the Integration Engineer will be responsible for showcasing third-party integrations in the Innovation Center lab environment to potential clients in order to demonstrate the Art of the Possible.

CORE EXPECTATIONS

- Drive third-party integrations with the Calabrio One suite of products.
- Create demo scenarios to showcase product features and key competitive advantages.
- Create and maintain data sets and scenarios that illustrate the power of the Calabrio One suite to drive contact center performance
- Develop demo scripts with step-by-step instructions and train sales on how to deliver compelling demonstrations.
- Work with engineering and professional services to set up environments to help win specific sales opportunities.
- Be an expert with respect to the competition.

REQUIREMENTS

- The successful candidate is a self-starter with experience managing end-to-end operational environments.
- You must possess outstanding technical and problem solving skills, strong written and verbal communication skills, a commitment to excellence and detail, and a desire to drive toward standard, repeatable processes.
- An ability to identify compelling demonstration scenarios will distinguish exceptional candidates.

EDUCATION/EXPERIENCE

- 5+ year's experience in enterprise software, specifically in Professional Services and Operational Support (SaaS a plus).
- Experience as a sales engineer a plus.
- Structured Query Language (SQL) experience with an emphasis on understanding data models and the ability to write code to alter database contents

WORKING RELATIONSHIPS

- Report to a Director or high level personnel
- Ability to work closely with peer software engineers, group leaders and other employees and departments in the company
- Provides leadership within company on issues and opportunities

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply to this career opportunity, follow this link:
https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=162804&lang=en_US&source=CC3

If you are a current Calabrio employee interested in applying, please follow this link:
https://workforcenow.adp.com/myportal/ess/recruitment/internalPostingPreview.faces?client=calabrio&jobId=162804&lang=en_US&source=CC2

ABOUT CALABRIO

Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The Calabrio ONE® software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named "Leader" by Gartner in its

Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow @calabrio on Twitter.

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