

Position	SME – Technology: IT Integration
Job Description	<p>Technology: IT Integration - Contact center</p> <p>The person will need to provide support and implementation of various IT deliverables covering:</p> <ul style="list-style-type: none"> • To Support implementation of various software – IVR, CRM....etc • Coordinate with various stakeholders to ensure smooth delivery of various technology solutions • Support delivery of the full system development lifecycle, including designing, development and implementing test plans, test cases and test processes fueling swift corrective actions.
Role & Responsibilities	<p><u>Roles and Responsibilities</u></p> <ul style="list-style-type: none"> • Supporting Implementation of various software's through validation of the application codes • Validating efficient code • Providing input for the Integration of the API's • Validate the test scripts for the SIT • Provide test scenarios for the UAT testing • Complete the UAT and provide input for improvement • Manage the contact center technology applications such as CRM/IVR/Call Recording applications post deployment of the solution • Support any new migration and integration with bank applications • Time to time do comparison of our services with peer bank and suggest the up-gradation /new implementation. • Support in Audit and completion of their observation in timely manner.
Job specific skills	<p>Applicants should possess the following attributes:</p> <p><u>Work Experience</u></p> <ul style="list-style-type: none"> • 4+ years' experience in coding/development/Integration of applications • Experience in working in Banking domain would be preferred • Hands on experience voice based software and CRM • Experience in development/integration of webservices/API/Messaging services <p><u>Technical Skills</u></p> <ul style="list-style-type: none"> • Good Understanding of Contact Centre Technology • Operating Systems: Windows, Linux and UNIX • Programming: C++, PHP, .NET, Java, Python • Documentation: MS Office, Open Office • Knowledge on Testing Tools <p><u>Behavioral Skills</u></p> <ul style="list-style-type: none"> • Excellent Communication • Good interpersonal skills
Educational Qualification	Graduation from a recognized educational institution in India / Overseas
Minimum Experience	Minimum of 4 Years of experience, of which at least 2 years of software integration/Development/testing related experience