



We are one of the pioneers of omni-channel customer engagement solutions. We help companies communicate with existing Contact Channels and support the new generation of customers through web and mobile-based interactions such as Web RTC, chat, co-browsing, and video. CCT helps contact center staff adapt to changing customer communication habits so that businesses can reduce their contact center costs and build efficient customer relationships.

To strengthen and support our teams in **the US**, we are looking for a (n)

System Engineer – Systemintegration

Your tasks:

- You integrate and advise in complex communication systems of the call center industry of our customers mainly in the US, Canada and South America
- Develop concepts, configure and install these systems
- You undertake maintenance and troubleshooting of these customer systems
- Analyze hardware and software problems, take over if necessary
- Remote access troubleshooting or on-site
- The documentation of customer systems, integration information and system changes are also part of your area of responsibility
- In projects, you collaborate with a team of systems integrators and developers on customer solutions and integrations

Your Profil:

- Successful education IT specialist for system integration or IT systems management assistant or equivalent
- Experience with communication systems from Avaya, Nortel, Unify, Genesys, Microsoft or similar.
- High level of teamwork, flexibility and resilience as well as a pronounced customer and service orientation
- Independent, structured and precise way of working
- Willingness to travel within Germany and possibly Europe
- Fluent in English, Spanish is welcome but not mandatory

We offer you:

- Extensive training with a long-term perspective
- Building and promoting know-how
- A collegial and modern working environment with a great deal of creative freedom

Take your chance and apply at us!

Send your detailed application by email stating your salary expectations and the earliest possible starting date to jobs@cct-solutions.com.



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