Our company is growing rapidly and is searching for experienced candidates for the position of staff SW engineer. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for staff SW engineer

- Provide comprehensive insight of technologies with quantification of data in dashboard reports
- Engage with users to gain insight to problems and resolve application issues
- Engageme in requirements definition and clarification in collaboration with Business to ensure completeness and common understanding
- Collaborate and align with architects and senior technologists on architecture and design
- Provide cost estimates for effort and time
- Facilitate design reviews for input on functional requirements, product designs, schedules, or potential problems
- Facilitate code reviews with team members and third party vendors
- Coordinate review and assessment of impact of proposed scope changes
- Collaborate with business units and technical staff to understand business requirements for
- Partnering

Qualifications for staff SW engineer

- C#,.NET 2.0-4.5 (ASP.Net, WCF, WF, ADO.Net, Asmx, WebAPI), Visual Studio 2010/2013
- Experience with MicroStrategy tools (Object Manager, Integrity Manager, Command Manager)
- Experience in developing and delivering Contact Center Genesys routing,

- Bachelor degree with an emphasis on IS/IT or BA majors or minors or minimum of 6 years of progressively responsible positions in Contact Center as Genesys Developer doing development, configuration, maintenance and support
- Solid working understanding of the Contact Center Technology organization and its operations including, but not limited to Genesys Routing, CIM platform, Reporting, Genesys Voice Portal (7.x/8.x), Workforce management, Avaya, Multi Media channels & NICE Recording solutions
- Extensive experience Designing of Genesys applications and end to end Call Center Routing