Do you want to work in a fast-paced and exciting environment, where no two days are the same? We&rsquo;re looking for a Communication Services Engineer who enjoys both a buzz and a challenge.<br />

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<strong>Communication Services Engineer</strong><br />

<em>Fulltime, (home)based in the UK</em><br />

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We&rsquo;re BCD Travel, one of the world&rsquo;s leading corporate travel management companies with offices around the globe. We help our clients travel smart and achieve more. People join our company because we provide a dynamic work environment, where no two days are the same. And our people stay with us because we care about their work-life balance. But don&rsquo;t just take our word for it: we&#39;ve been voted top place to work and recognized by Investors In People, Flexjobs and Forbes.<br />

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<strong>A snapshot of this opportunity</strong><br />

The Engineer position is responsible for configuration, and installation of voice and e-services in BCD Travels&nbsp;Contact Centers. Responsible for configuring and installing skill-based routing using DNIS Digits with integration&nbsp;to Agent Sip Servers, Trunking Sip Servers, Configuration Routers, and Statistical Servers. Responsible for&nbsp;working trouble tickets by analyzing, isolating, and diagnosing issues with Genesys applications.

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 <li>Configures the telecommunications operations for multiple site(s), assuring control, reliability, performance and security of voice communications.</li>

 <li>Responsible for the configuration of software programming and reporting / Hierarchy for Informant and ICON Data Base.</li>

 <li>Work with the administration of the telecommunications operations for multiple site(s), assuring control, reliability, performance and security of voice communications.</li>

 <li>Handle the administration of reporting programming / Hierarchy for Informant and ICON Data Base.</li>

 <li>Responsible for the administration of CTI link programing (WFM), Email, Chat and Speech.</li>

 <li>Responsible for testing of all programming configurations before during and after all implementations.</li>

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<strong>How you can set yourself apart&nbsp;</strong>

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 <li>4&nbsp;years&rsquo; experience with Telecom and Network System Design preferred.</li>

 <li>2 years&rsquo; experience with technical development and analysis preferred.</li>

 <li>Instillation of contact center preferred system.</li>

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<strong>What we offer you</strong><br />

At BCD Travel, we work with highly motivated and passionate people. We value open communication, collaboration, and a flexible work-life balance. We offer unique, often global, experiences that empower you to develop and grow within the organization. Sustainability and helping others is also high on our list. We make a difference through charitable activities in our communities across the globe.<br />

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<strong>About us</strong><br />

BCD Travel helps companies make the most of what they spend on travel. We give travelers innovative tools that keep them safe and productive and help them make good choices on the road. We partner with travel and procurement leaders to simplify the complexities of business travel, drive savings and satisfaction, and move whole companies toward their goals. In short, we help our clients travel smart and achieve more. We make this happen in 109 countries with a global client retention rate of 98%, the highest in the industry. For more information, visit&nbsp;<a href="http://www.bcdtravel.com" target="\_blank"><strong>www.bcdtravel.com</strong></a>.&nbsp;<br />

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<strong>Interested?</strong><br />

Create your profile and upload your resume/cover letter via&nbsp;<strong><a href="https://ltpx.nl/tJSAMpP" target="\_blank">the application form</a>&nbsp;</strong>on our website. Feel free to reach out to us with any questions via <a href="mailto:careers@bcdtravel.com"><strong>careers@bcdtravel.com</strong></a>. Note: send your application via the website only.<br />

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<em>Agency calls are not appreciated.</em><img alt="" src="https://t.ltpx.nl/track.php?orderid=318565" style="height:0;width:0" />