Profile : Genesys Support Engineer - Application maintenance

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| **Experience :** |
|  5-12 years of experience in application maintenance of the Genesys engage systems.**Required skills:** |
| ·         Must have operating knowledge of Genesys applications like IVR, IRD routing applications. |
| ·         Must have operating knowledge and troubleshooting experience of Genesys systems like URS, SIP server, Configuration server, configuration databases |
| ·         Must have Genesys Certifications on operations by the Genesys University. |
| ·         Must have experience in upgrading and troubleshooting product issue related to the Genesys Engage Products.  |
| ·         Must have good experience in maintenance of the IVR infrastructure like resource manager, Media servers, Orchestration servers etc. |
| ·         Must have in depth knowledge of troubleshooting and maintenance of web servers like tomcat servers, weblogic etc. |
| ·         Must have in depth knowledge of troubleshooting issues using various logs like SIP, URS logs, Java logs etc. |
| ·         Must have worked with Chat Servers, email servers, classification server and contact servers for multimedia applications. |
| ·         Must have in depth knowledge of reporting servers like ICON, Stat Servers, CC Pulse etc. |
| ·         Must have worked in 1 major Genesys product upgrade project for a telecom companies |
| ·         Must have understanding of product characteristics and features of the Genesys Engage products |
| ·         Must have been in system maintenance for at least 2-3 telecom companies. |
| ·         Must be well versed of concepts about telecom industry. |

**Product Skills Required :**

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| 1.       Genesys 8.5.x Product suite |
| a.       Inbound voice – URS, IRD, SIP server, GVP, Media servers |
| b.       Outbound voice |
| c.       Email |
| d.       Chat |
| e.       Reporting – Infomart, Stat server |
| f.        Genesys agent desktop (Genesys SDK), WDE |
| g.       Genesys Desktop Edition |
| 2.       Good working knowledge of linux operating systems |

Location : Hyderabad/Chennai /Pune/Bangalore

Salary – Best in Industry

Job type – Permanent

References will be strongly appreciated. Interested candidates can share their resume at Moumita.Das@sgsconsulting.com or contact 8819881390