

blackchair

Blackchair Software,

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Blackchair is the global industry leader in CCaaS migration software and consulting and helping customers automate their development lifecycles in CCaaS platforms.

The Customer Success Consultant is responsible for advising Genesys customers on best-practices using Blackchair software to automate their development and implementation lifecycles, training them to execute their usecases, helping with adoption and applying Genesys Cloud knowledge to help them get the best out of Blackchair software and services.

Responsibilities

The main focus areas for the Customer Success Consultant are:

- Quickly understand the Blackchair Symphony software platform and its integrations with Genesys Cloud and be able to explain and discuss with customers/partners
- Understand and champion DevOps and CI/CD principles and how Symphony enables a customer/partner to adopt them in a Genesys Cloud environment
- Train Genesys customers and partners on how to execute their audit and automation usecases with Symphony. Create bespoke training and usecase documentation.
- Assist our support team investigating complex customer issues and queries, and be the customers advocate internally explaining the impact of issues and finding workarounds
- Assist our QA team testing complex usecases
- Adapt your communications to the audiences level of technical knowledge and be able to describe technical concepts and detail to a business customer in ways they understand
- Bring your experience of working with Genesys Cloud to help shape the development roadmap for the Blackchair Symphony automation product
- Focus on good verbal and written communication both internally and with customers and partners; create high-quality documentation that is understood and usable.

Experience and Characteristics

We're looking for someone with real experiences in the following areas:

- Genesys Cloud and how it is configured, developed and used in customer environments
- Other contact centre platforms such as Genesys Engage, Avaya CM, Cisco UCCE, Interactive Intelligence would be an advantage
- Basic experience working with databases to extract useful data
- Strong troubleshooting skills
- Ability to understand and learn new technologies quickly
- An effective communicator in English, both written and verbal

We're looking for someone in the UK, Central Europe or Eastern North America time zones. This is a home-based/remote role with occasional work and meetings at client sites and requires some flexibility in working hours for our global customer base. That flexibility goes both ways. Client-site working is not expected to exceed 10% overall.

If you're passionate about working hard and having fun and being challenged while doing it, apply today and begin your journey with Blackchair!

Blackchair is an equal opportunities employer, we make recruiting decisions based purely on your experience and skills.

For further details about this role and our hiring process, please reach out to careers@theblackchair.com.