Computer Telephony Integration Developer

The Job:

- Design and develop new call centre projects comprising Interactive Voice Response System, Computer Telephony Integration (CTI) Server, and call centre front-end applications
- Assume the role of Project Manager during the project delivery phase which also includes activities like (1) to communicate with the customers on system specification, system solution design; (2) to compile user and system specification documentation
- Provide support to the maintenance team on production fault isolation and rectification

The Person:

- Degree in IT, Telecommunication or equivalent.
- At least 6 years relevant working experience in call centre system/application development
- Conversant with Call Centre technologies and has solid experience with Avaya Aura and Cisco UCCX products, especially on the CTI (Computer-Telephony-Integration) arena and IVRS
- Good understanding of current prevailing CTI protocols: SIP, TSAPI, TAPI, CMAPI/DMCC and networking protocols and Call Centre integration models
- Good knowledge of the following computer environments: C++, Java, .NET, SQL
- Proven experience Software Development Life Cycle
- Hard working, well organized and can work with minimum supervision
- Highly analytical, logical and with good organizing skills
- Good communication and interpersonal skills

Interested candidates are encouraged to submit their CV/ resume to this link: https://pccw.taleo.net/careersection/ex/jobsearch.ftl?lang=en or email to hrpccws@pccw.com .