

Analyst Programmer (Telephony)

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
- Communicate with the customers on system specification, system setup and system support
- Compile user and system specification documentation
- Provide support to the maintenance team on production fault isolation and rectification
- Maintenance and enhance the PCCW in-house CTI (Computer Telephony Integration) product called Q-Manager. The associated packages includes CTI server called QEM, Transaction server called QTM, Outbound server called Q-Dialler, Desktop dialler called Softkeypad , and Application Programming Interface called QAPI
- Develop and enhance Call centre service using Avaya product using AIC, AACC, and Cisco product using UCCX

The Person:

- Degree in IT, Telecommunication or equivalent.
- At least 4 years relevant working experience in call centre system/application development
- Conversant with Call Centre technologies and has solid experience with Avaya Auro 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 like TCP/IP and socket programming
- Good knowledge of the following computer environments: C++, VB, Java, .NET, SQL, ASP, with solid experience on real-time application on client-server and distributed architecture

- Proven experience Software Development Life Cycle and general software product development methodology
- 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 submit their CV/ resume to this link: <https://pccw.taleo.net/careersection/ex/jobsearch.ftl?lang=en> or email to hrpccws@pccw.com .