

**Role:** Technical Service Engineer

**Location:** Australia

**Vacancies:** Senior/Junior Technical Service Engineers

### **Unlock Your Potential with ConnexAI:**

Join the AI Revolution in Contact Centres!

Are you ready to be part of the future of contact centre technology? ConnexAI, a leading force in Dialers, OMNI Channel enablement and AI solutions for contact centres, is offering an exciting opportunity to join our dynamic team. We are reshaping the landscape of customer service using the latest advancements in artificial intelligence.

We are looking for technical service engineers who will be the face of Connex One. We value customer service, so travel regularly is necessary for this role, as you will likely be on client sites most working days throughout Spain.

### **Who We're Looking For:**

ConnexAI is looking for driven individuals who are passionate about contact centre platforms and AI technology to advance their careers. Whether you're an experienced expert or a rising star in the field, if you're driven to innovate and eager to shape the future of contact centres, we want to hear from you.

### **Why Connex One?**

- Dive into the forefront of Contact Centre Dialer, OMNI channel and AI technology, where we're redefining the customer experience for businesses worldwide.
- You will develop an understanding of how businesses use ConnexAI to gain a competitive advantage in the marketplace
- You will make a global impact, collaborating with clients and teams across continents to revolutionise contact centre operations.
- Join a company experiencing rapid expansion and advancement with a history of promoting organically.
- Work with great people who will share the same passion for creating a great work environment and customer service
- Known for being one of the fastest-growing tech companies in the UK

### ***Your responsibilities will include:***

- Implementing and configuring the full suite of ConnexAI products across Australia.
- Providing technical onsite training
- Offering support guidance to clients
- Being an essential part of advisory and escalation functions
- Assisting with project scoping, client onboarding, and documentation

### **Are You the Right Candidate for Us?**

- Professional and confident work ethic.
- Experience in the contact centre industry is highly valued, whether as a seasoned end user, dialler manager or technical specialist.
- You will have strong dialer configuration skills.
- You have the ability to handle multiple projects concurrently and demonstrate strong organisational skills and attention to detail.
- We are interested in speaking with Junior candidates who would like to kick-start a career in Technical Services as well as Senior candidates who would like to step into the future of contact centre enablement.