Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

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Contact Center Technologies Specialist, Scotiabank

Job ID	**199253-en_US-9180**
Web Address	https://careers.indigenous.link/viewjob?jobname=199253-en_US-9180
Company	Scotiabank
Location	Toronto, ON
Date Posted	From: 2024-06-03 To: 2050-01-01
Job	Type: Full-time Category: Finance

Description

Requisition ID: 199253

Join a purpose driven winning team, committed to results, in an inclusive and high-performing culture.Scotiabank’s Global Technology Solutions’ (GTS) - Contact Centre (CC) Engineering is responsible for the deployment of new projects including engineering, implementation, documentation, and 2nd level support for the different CC solutions in Canada & the Caribbean region. We are responsible for supporting and deploying new CC technologies aligned to the bank´s architecture and security standards according to the best practices of the industry, to guarantee service excellence for the business and our customers. As part of the CC Engineering team that manages the core Telephony framework infrastructure, we are involved in most of the CC business initiatives. We will work with the different areas with which the CC interacts such as Applications, Voice, Communications and Security to provide support and consulting services for the integration with different business platforms and applications to achieve the goal of providing new solutions that add value to the Contact Center business.

Is this role right for you In this role you will:
- Provide 1st and 2nd Level support for troubleshooting and resolution of incidents related to Contact Center phone platform, including joint participation with other areas of support for fault detection in external applications associated with or derived from the Telephony platform telephony (i.e., AIC/CTI, Recording, Biometrics, IVR, SIP communication, PSTN, etc.)
- Attention to requirements for the execution of Moves, Adds and Changes (MACD’s) as well as enabling/modifying new or existing functionalities, and integrating with new platforms that support Contact Center service as needed.
- Participation in projects to improve, update or growth the CC Telephony platform, supporting in the design and engineering definition activities by evaluating new technologies, functionalities, and capabilities of the current or new platforms.
- Provide support to Development teams in enabling/configuring Telephony functionality in Non-Productive environments.
- Attention to requirements for modification of call flows, including programming of call flows, creation of skills, VDN´s, Campaigns, replacement of ads, etc. related to the CC Telephony Platform.
- Attention to Security Processes (Vulnerability Management, Hardening, Currency, Certificate Management, etc.), Audit, Risks (TPRM), Architecture (ARB), Business, and Continuity of Service (Incident/Change/Problem) or those defined for monitoring and document the requirement from inception to closure.
- Participate in the planning and execution of engineering and maintenance activities for the proper functioning of the Telephony platform including minor and major updates, patching/fixes activities or scheduled restarts by recommendation of the manufacturer.
- Attend failure reports from the areas of Monitoring, Support, Incident Management and DC Operations for the attention and resolution of failures.
- Attention to incidents, problems, and requirements through the corporate ticketing platform for the correct documentation and closure of processes.

- Be part of the rotational On Call for the attention and resolution of incidents, as well as participate in the implementation of projects outside working hours and weekends.
- Perform all activities inherent to this position in accordance with Scotiabank's standards and operating processes, including the Code of Conduct.
- Comply with the requirements of Corporate Training (Global Mandatory Learning) within the established timeframes.
- Participate with Global Contact Center Operations teams (Canada, Central America, LATAM, Caribbean) for the exchange of information, knowledge transfer and standardization of operational and support processes.
- Active participation in the transformation processes and projects of the Organization that help to improve the operation and services that the bank offers to its customers.
- Promote a customer-centric culture to deepen customer relationships and leverage the Bank's extensive relationships, systems, and expertise.
- Understand the Bank's risk culture and how risk appetite should be considered in daily activities and decisions.
- You are interested in playing the role as a Technical Leader to provide consultancy services for the definition, design and implementation of solutions utilizing existing or new Contact Center technologies, including interaction with the different CC vendors.
- You are interested in developing your negotiation & problem-solving skills so you can effectively interact with key business stakeholders and technical areas for decision making and complex problems resolution.
- You are eager to work with leading edge CC technologies to design and incorporate innovative solutions to the business, as well as work with other technology teams to contribute to an overall solution.
- You want to be challenged with complex problem solving in time sensitive situations to reduce system downtime and customer impact.
- You understand how the CC environment works, not only in terms of technology, but from a business perspective, and with that, to provide innovative solutions and tools that add value to the business and improve customer experience.
- You are highly interested in the most recent CC technologies and solutions like Contact Center as a Service (CCaaS) and want to help drive the roadmap and adoption of these new technologies within a large-scale CC enterprise environment, under a global approach.
- You are interested in getting in on the Cloud floor as the technology vendors/providers evolve their products and solutions to a cloud-based model, considering CCaaS solutions like Genesys, NICE, Avaya, Verint, etc.

Do you have the skills that will enable you to succeed in this role We'd love to work with you if you have:
- You possess excellent communication (verbal/written) skills in English. Furthermore, you also have strong interpersonal skills to interact & build relationships with internal and external business partners and vendors.
- You have at least 6+ years of hands-on technical working experience in managing, designing, supporting, deploying, and interconnecting various Contact Center technologies at an enterprise scale
- Inbound Call Centre Technologies like Automatic Call Distribution (ACD) and Communication Manager (PBX) – Avaya v6.X and above
- CC reporting tools such as Avaya CMS and Avaya Contact Analyzer.
- Outbound Call Centre Technologies like Avaya Proactive Contact (APC) or POM.
- Computer Telephony Integration (CTI) (Avaya AES/AIC)
- Call routing Management components - Avaya Session Manager
- Voice protocols such as Session Initiation Protocol (SIP) and H.323, ISDN.
- You can demonstrate a strong core foundation experience in fundamental CC technologies & protocols.
- You have hands-on technical working experience or technical knowledge with various CCaaS solutions/providers (e.g., Genesys, Avaya and NICE). – An Asset
- Post Secondary Education with a University degree, College Diploma or equivalent experience in the IT, Telecommunications field.
- You have completed or in the process of completing CC / CCaaS solutions related training and or certification(s) (e.g., Avaya, Genesys, NICE, Verint, etc.), or equivalent experience.
- You have problem-solving skills and can offer innovative solutions to the Contact Center.

What's in it for you
- Diversity, Equity, Inclusion & Allyship - We strive to create an inclusive culture where every employee is empowered to reach their fullest potential, respected for who they are, and are embraced through bias-free practices

and inclusive values across Scotiabank. We embrace diversity and provide opportunities for all employee to learn, grow & participate through our various Employee Resource Groups (ERGs) that span across diverse gender identities, ethnicity, race, age, ability & veterans.
- Accessibility and Workplace Accommodations - We value the unique skills and experiences each individual brings to the Bank, and are committed to creating and maintaining an inclusive and accessible environment for everyone. Scotiabank continues to locate, remove and prevent barriers so that we can build a diverse and inclusive environment while meeting accessibility requirements.
- Upskilling through online courses, cross-functional development opportunities, and tuition assistance.
- Competitive Rewards program including bonus, flexible vacation, personal, sick days and benefits will start on day one.
- Community Engagement - no matter where you choose to work from; we offer opportunities for community engagement & belonging with our various programs such as hackathons, contests, cooking with friends, Humans of Digital and much more!

Working location condition: Hybrid / Fully Remote / Fully On-Site
#LI-Hybrid / #LI-Onsite / #LI-Remote
Location(s): Canada : Ontario : Toronto

Scotiabank is a leading bank in the Americas. Guided by our purpose: "for every future", we help our customers, their families and their communities achieve success through a broad range of advice, products and services, including personal and commercial banking, wealth management and private banking, corporate and investment banking, and capital markets.

At Scotiabank, we value the unique skills and experiences each individual brings to the Bank, and are committed to creating and maintaining an inclusive and accessible environment for everyone. If you require accommodation (including, but not limited to, an accessible interview site, alternate format documents, ASL Interpreter, or Assistive Technology) during the recruitment and selection process, please let our Recruitment team know. If you require technical assistance, please click here. Candidates must apply directly online to be considered for this role. We thank all applicants for their interest in a career at Scotiabank; however, only those candidates who are selected for an interview will be contacted.

For more information, visit Scotiabank for Contact Center Technologies Specialist, Scotiabank