

Noble Systems Platform Manager Position

Job description

Our value to both prospective and current clients is determined by our ability to deliver services that far exceed what traditional firms provide.

Ideas are not hatched in silos. Our employees are challenged, and ultimately rewarded, based on the quality of their idea generation, successful execution of client-driven projects, and on their ability to work in a collaborative environment.

To achieve our goals we foster a flat organizational structure not simply as a way to facilitate the flow of information and stimulate new ideas, but to better align our processes with that of our clients.

Overview:

Loan Science is looking for a Noble Systems Platform Manager. The Telephony Platform Manager maintains our Noble Systems Contact Center Platform. Performs requirements analysis, planning, design and deployment and ongoing operations management and technical support.

Responsibilities Include:

- Responsible for the day-to-day technology operations of our Noble Systems voice / call center systems
- manage a team of contact center operations specialists; set clear, specific, and measurable objectives while ensuring seamless execution of departmental policies, procedures and customer satisfaction
- Create a culture of operational excellence, accountability, and passion for customer
- Drive outstanding 3rd party performance as Service Manager for all of our voice / call center systems and telecom relationships
- Ensure voice / call center systems are proactively managed so wherever possible problems are prevented before they occur

- Manage SLA's for all voice / call center systems and ensure they are agreed to with the business
- Ensure voice infrastructure is fit for purpose and capable of providing the agreed upon SLA's
- Ensure predictable, consistent, and successful delivery of new voice / call center based projects.
- Ensure that robust documentation and procedures are put into place that meet business expectations
- Ensure the voice infrastructure is fully compliant with all required security standards
- Typically mentors less experienced teammates on complex voice efforts
- Interact with Noble Systems to execute project tasks including progress tracking with minimal oversight to deliver projects in a timely manner

Qualifications:

- A thorough understanding and hands-on working knowledge of Noble Systems products and platform
- A thorough understanding and hands-on working knowledge of carrier-grade VoIP infrastructure
- Able to understand and analyze results to solve complex SIP VoIP and IP internetworking challenges.
- Independent and team work is required. The schedule is flexible with "on-call" responsibilities.
- Expert knowledge and strong demonstrated experience in the technical and operational usage of Noble Systems or Avaya and Cisco voice / call center infrastructure.
- Strong sense of ownership & accountability
- Self-motivated with the ability to work with minimal supervision and hit the ground running
- Strong influencing and stakeholder management skills. Ability to influence others at a senior level to adopt new perspectives
- Proven In-depth experience of third party supplier management within a multi-vendor, multi data-center IT environment.

- Demonstrated experience negotiating and managing service contracts and maintenance agreements

The rest, you will learn!