

Lead - IT Contact Center Deliveries

Job Posted by Kalpana Jha | November 19, 2021

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Request to check below JD & give us your email confirmation for further interview process.

Any query feel free to call Kalpana on 9328509360.

Client :- One Of The Leading Bank

Role :- Lead - IT Contact Center Deliveries

Posting :- Mumbai

Grade :- Upto DVP

Position	Lead - IT Contact Center Deliveries
Reporting to	Head Technology Infrastructure
Location	Mumbai
Job Purpose	This role is accountable and responsible for managing the contact center deliveries and project management for new enhancements and change requests in the IVR platform.
Primary Responsibilities	<ul style="list-style-type: none">• Project Management & accountable for the Service Level Management and KPI's agreed with internal customers.• Participate Services reviews & escalations.• Ensure the platform is monitored and tuned to deliver 100% uptimes.• Liaison with Vendor support and Internal development Teams for timely deliveries.• Service Request Tickets understanding and approvals for change administration.• Ensure regular Governance for contact center deliverables.• Works as SPOC between IT and business.• Major IVR platform Projects review.• Perform regular Contact Center Infra capacity review.• Work with other infra teams to ensure patch compliance.• Change Request POA review and administration• Telecom lines services review and escalation handling during PRI outage• Ensure documentations like SOP's, Architecture diagrams for the platform is updated.• Manage Internal and External audits.• Bring in automation to reduce repetitive tasks.

Pre-Requisites	<ul style="list-style-type: none"> • A passion for High-Class Service Delivery & excellent class Customer Experience • Previous experience as a Team Lead or demonstrable experience in leading virtual teams of Disaster Recovery • Excellent leadership and people management skills • Excellent written and verbal communication skills • Excellent internal customer facing/internal customer service skills • Able to work under pressure and meet deadlines • Able to demonstrate a high degree of flexibility including shift and out of hours working • Excellent organizational skills • Self-motivation and able to take responsibility • Able to manage and prioritize tasks in an efficient manner. • Able to demonstrate initiative and a proactive approach to daily tasks
Years of Experience	Essential requirement: 10 - 15 years
Qualification	BE/Btech/Graduation
Certifications	1. Technical certifications if any will be preferred.
	2. Project management certification would be an added advantage.

For Management 2000 Placements & Recruitments Pvt., Ltd.,

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