

Senior Specialist - Contact Centre, Telephony

Job ID
REQ-10036585
Feb 05, 2025
Czech Republic

Summary

Our Infrastructure and End User Services (IES) organization is looking for a Senior Specialist - Contact Centre, Telephony to join the team!

This role supports architecture, engineering and telephony operations in developing and implementing contact center (CC) solutions needed by the business. The Senior Specialist will support Novartis business initiatives requiring contact center as a solution component, and work with Architecture and Engineering teams in developing corporate CC strategy and execution. CC technology is a mission critical within Novartis for providing centralized access for internal and external users to support orgs such as HR, IT, Finance, Procurement, Sales & Marketing, Patient Safety. Services are offered globally to all Novartis countries via cloud based solution Genesys Cloud.

About the Role

Your responsibilities include, but are not limited to:

- Supports Novartis business initiatives requiring contact center as a solution component.
- Supports Architecture and Engineering in developing corporate CC strategy and execution.
- Acting as SME on CC & telecom
- Creates and maintains documentation for CC and telecom services
- Maintains knowledge of assets (hardware, software and telecom technology) and coordinates the implementation of modifications and evolutions as required
- Participates in on-call supports for contact center Priority 1 incidents
- Ensures CC solutions adhere to regulatory and legal business requirements
- Identifies opportunities for continual improvement of the services.
- Participates in weekly and monthly service support reviews, monitors the service.
- Ensures that the ongoing service delivery meet agreed customer requirements and provides inputs concerning changes to the service.
- Provides consultancy to customers during design & implementations.
- Supports TEM (Telecom Expense Management) service team

What you will bring to the role:

- Preferably bachelor's/master's degree in computer science, Information Technology, or a related field Experience
- 6+ years hands-on experience with Contact Center products, ideally with the Genesys Cloud platform (or a similar SaaS solutions: Cisco, Avaya, Five9, Nice, Microsoft).
- In-depth knowledge of topics such as IVR, ACD, call flows, call routing, inbound and outbound call center

features, call center clients and application integrations.

- Certification for Contact Center solutions
- Experience in Incident Management, IT Governance, IT Service Management, Networking
- Excellent communication skills, with ability to translate business requirements into technical solutions

Desirable:

- Ideally knowledge of networking, CCNA or similar certification.

Commitment to Diversity & Inclusion:

We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

You'll receive (CZ only):

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program – choice of benefits from Benefit Plus Cafeteria in the amount of 12,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Transportation Allowance; MultiSport Card. Find out more about Novartis Business Services: <https://www.novartis.cz/>

Why Novartis?

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to learn more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

Accessibility and accommodation:

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and

professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

Operations

Business Unit

CTS

Location

Czech Republic

Site

Prague

Company / Legal Entity

CZ02 (FCRS = CZ002) Novartis s.r.o

Alternative Location 1

INSURGENTES, Mexico

Functional Area

Technology Transformation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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