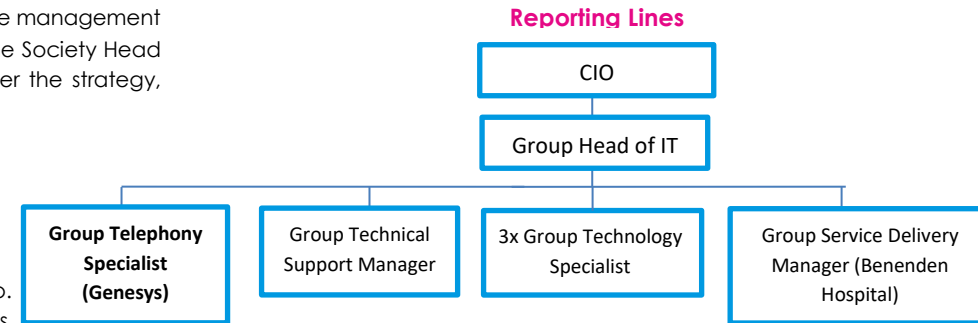


Role Profile – Group Telephony Specialist (Genesys)

Purpose: The Group Telephony Specialist is a critical role within the Group IT function and is responsible for the management and ongoing support of the Genesys Telephony system across the Benenden Group. Working closely with the Society Head of Digital Transformation and business representatives from both Benenden Society and Hospital, to deliver the strategy, identify new and emerging functionality, of the Genesys platform and wider group communication systems.

The post holder will:

- Be responsible for managing the development of new products and feature enhancements to Genesys
- Work closely with the Genesys support partner to ensure effective service delivery
- Collaborate with stakeholders to define and deliver a roadmap of new initiatives.
- Bring to life the product by implementing vision and directions set forth in the Genesys product roadmap.
- Work closely with the wider Group IT Support team for any infrastructure, security or system level changes.
- Responsible for configuring, maintaining, and troubleshooting the Genesys Platform, IVR, chat and other functionalities.



Key Result Areas

- Working alongside IT Support be the group business owner for all Genesys platform requests, incidents, and problems.
- Manage the provision of new capabilities within Genesys.
- Effective documentation of Genesys infrastructure and any implemented additional functionality.
- Provide data and reporting of KPI's and trends through weekly and monthly formal trend reports.
- Verify product meets customer needs by reviewing feedback and conducting usability testing.
- Prioritising work and feature requests dependent on value, time required and business requirements.
- Define and implement the strategic roadmap for Genesys within Benenden
- Perform required configurations of Genesys platform functionalities as required.
- Manage the relationship with any third-party applications/interfaces on the Genesys platform.

Accountability

- **All:** Performance will be measured against the specific objectives and targets and "Values-led" behaviours as identified and agreed within the Performance & Development Review (PDR) and competency framework processes.
- Support and implementation of Genesys functionality
- Availability and resilience of services against defined SLA targets.
- Collaboration with designers, developers, and other stakeholders
- Primary point of contact for troubleshooting, resolution, and recovery of services.
- Genesys strategy and roadmap for future technology initiatives

Skills and Experience

- Experience of managing complex cloud telephony systems (Preferably Genesys)
- Educated to degree level or equivalent experience.
- Strong customer service ethos at all levels, supported by ITIL experience and qualifications
- Broad understanding of complex IT environments and infrastructure architecture
- Planning major and complex projects across the organisation.
- Operational experience with a strong customer service ethos.
- Management of critical 3rd party suppliers & relationships
- Well-developed problem-solving skills.
- Strong stakeholder management with the ability to effectively communicate with stakeholders at all levels; including to the ability technical and non - technical staff across multiple disciplines.
- Strategic planning and delivery in line with the IT Roadmap
- Excellent presentation and communication skills



Be Caring



Be Connected



Be Brave



Be Smart