

Avaya Third Level/Engineering

Ireland based with a global remit

Objectives

Damovo Global Services (DGS) is looking to expand the Operations team. Reporting to the Operations Director, this is a fantastic opportunity for an enthusiastic and career driven individual to join a dynamic IT organisation.

You will excel at Damovo if you are an enthusiastic individual with excellent communication skills and attention to detail. You will have broad knowledge in Avaya UC Aura telephony systems. This position offers you the opportunity to gain exposure to ever advancing UC and networking technologies working with best in breed technology partners.

At Damovo, we offer you the chance to expand your technical knowledge in a world class network operations centre providing customer excellence whilst expanding your network globally.

Key Responsibilities

- 3rd Level support of Avaya UC solutions - providing Incident and Change Management for our customers across the globe
- Providing an Engineering response to service requests
- Leading UC and telephony system maintenance checks
- Diagnosing and resolving complex software, hardware and usage issues
- Assisting Presales function in designing and delivering client solutions
- Ensuring incidents, service requests and maintenance tasks are managed within customer SLA's.
- Applying all company and departmental policies, procedures and work instructions to daily tasks and proactively contributing to improving these where possible.

If you're naturally creative and demonstrate a logical approach to problem solving whilst building rapport and maintaining excellent customer relations you will succeed in this role. In Damovo, you will work for an organisation with limited red tape where decisions are made quickly.

Avaya Engineer

Ireland based

Technical experience we are looking for:

- 3 - 5 years experience working in an Avaya UC customer support environment
- Experience of working on Avaya Aura UC Systems
- Documentation and reporting skills
- Any Avaya additional certification such as:
 - Avaya Aura Basic Administration
 - AVAYA Aura Communication Manager Administration
 - ACSS "Avaya Certified Support Specialist
 - ACIS "Avaya Certified Implementation Specialist

Why join Damovo?

- Rapidly growing international ICT company.
- More than 500 employees working in an agile, fast paced environment with a flat structure
- An exceptionally friendly and professional team of specialists in your department
- An organization that recognises talent and nurtures potential
- Flexibility with room to develop your own ideas and concepts
- The opportunity to work with a diverse range of customers across the world.
- Global exposure dealing with major industry recognised partners.
- A permanent role offering excellent benefits – pension, healthcare, life assurance, home working flexibility.

If you find this opportunity of interest or would like to discuss further, please contact our HR Coordinator Andrew O'Connell at: andrew.o'connell@damovo.com