



SUCCESS. OUR PASSION.

CONET

Service Engineer (UCC) (m/f/d)

Location: Zagreb

CONET Hrvatska d.o.o is our newly founded branch based in Zagreb. Our goal is to grow dynamically and to become known as one of the top employers in the IT sector in Croatia as well. We are part of the CONET Technologies Holding GmbH currently combining over 1.000 employees. We are known for our excellent work in the fields of consulting, development, cyber security, data intelligence and many more. We are looking for employees who want to get on board and become part of a group, where people matter.

Working @CONET

At CONET, appreciation means that commitment also pays off in special employer contributions



Possible remote work



Free tea, coffee, fruits and sweets



Budget for education



Flexible working hours



Permanent employment



30 days vacation

Your tasks

- Support of 1st level and colleagues on site with regards to UCC (Unified Contact Center) topics (and partially UC topics)
- Responsible for add/move/changes of call flows, teams and agents and 1st level troubleshooting
- Ticket handling and preparation for 2nd/3rd level
- Log collection
- Check and adjustments of UCC/CUIC standard reports

„At CONET we aim at creating an inspiring work environment with a good work-life-health balance. Give your career plans a push and join us in working together on exciting projects!“

Your qualifications

- Experience in 1st level support (processes, ticket handling, SLAs, etc.)
- Basic knowledge of UC infrastructures
- Basic technical knowledge of contact centre processes
- Knowledge of Cisco Unified Contact Centre Enterprise (UCCE), Cisco Unified Intelligence Centre (CUIC) Cisco Unified Contact Centre Express (UCCX) or other comparable contact centre technologies
- Basic knowledge of Cisco Unified Communication Manager (CUCM)/Cisco Softphone Client (Jabber)
- Basic knowledge of SQL
- Knowledge of Windows Client, Windows server infrastructure, Cisco Voice Gateway
- Great communication and customer handling skills
- Excellent English and very good German language skills

Apply now

We are looking forward to receiving your application. Please include additional information: Your CV in english, acquired diplomas and certificates, available start date, desired position and salary expectations. If you have any questions, please contact us directly. Of course, you can also apply for other vacancies. We'll get back to you as soon as possible.



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