

Genesys Contact Center (SME) Exclusive job

Job Information

Recruiter
NEXUS Corporation

Job ID
1620890

Industry
System Integration

Job Type
Contract

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
November 27th, 2026 15:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Basic Level

Minimum Education Level
Bachelor's Degree

Visa Status
No permission to work in Japan required

Job Description

Seeking a senior technical expert with strong expertise in building and modernizing customer service call-center systems using Genesys Cloud CX.

Key Requirements:

- Translate business, operational, security, and regulatory requirements, and engage in Genesys architecture and implementation roadmaps for new features and capabilities, functional and non-functional requirements, and support operations and engineering as needed.
- Own or govern architecture across routing, IVR/self-service, voice/telephony, digital channels, workforce engagement, recording, analytics, integrations, identity, and operational management.
- Provide deep Genesys Cloud CX expertise while advising on coexistence and integration considerations for adjacent contact center technologies.
- Define telephony strategy and evaluate Genesys Cloud Voice, BYOC, and carrier integration patterns in the context of Japan-specific connectivity and enterprise requirements.
- Guide API and integration architecture spanning CRM, customer data, identity, security, data/analytics, workforce, and enterprise platforms.

- Lead architecture reviews, design authority decisions, non-functional requirements, resilience planning, security reviews, and production-readiness assessments.
- Create or participate in cutover approaches for complex contact center estates, including dependency mapping, testing strategy, rollback considerations, operational readiness, and phased adoption.
- Advise on AI-enabled contact center capabilities such as conversational self-service, agent assist, summarization, knowledge, and journey orchestration, ensuring use cases are aligned with governance and business value.
- Mentor engineers and solution architects, establish configuration and design standards, review technical deliverables, and resolve complex escalations.
- Engage senior client stakeholders and local Japan teams, clearly explaining architecture trade-offs, risks, dependencies, and recommended decisions.

Required Skills

What are we looking for:

- Demonstrated senior-level experience architecting and delivering enterprise Genesys contact center solutions, including deep expertise in Genesys Cloud CX.
- Strong command of contact center architecture, including ACD/routing, IVR, voice/SIP, digital, outbound, workforce engagement, recording, analytics, integrations, identity, and security.
- Experience leading modernization or migration programs involving legacy contact center technologies and cloud CCaaS.
- Strong understanding of APIs, integration patterns, event-driven architecture, cloud networking, and enterprise security considerations.
- Ability to develop target-state architecture, solution design, migration strategy, non-functional requirements, and technical governance artifacts.
- Excellent client-facing consulting, workshop facilitation, problem-solving, and executive-level communication skills.
- Ability to work effectively with Japan-based and global stakeholders across business and technical functions.

Preferred Qualifications:

- Genesys Cloud CX architect/consultant certification(s) or equivalent demonstrated expertise.
- Hands-on background earlier in career with Genesys configuration, routing, telephony, or integration engineering.
- Knowledge of legacy Genesys platforms and migration patterns, enabling pragmatic assessment of coexistence and modernization options.
- Japanese-language capability for business/technical workshops and English capability for global architecture and delivery alignment.
- Experience in regulated, high-availability environments where auditability, resilience, customer-data protection, and operational continuity are critical.
- Experience shaping AI, automation, and workforce-transformation use cases within contact centers.

Japan Delivery Considerations:

- Proven ability to adapt global Genesys reference architectures to Japan-specific telecom, localization, and operating requirements.
- Experience evaluating local carrier connectivity and voice options, with awareness that available voice/carrier patterns and implementation constraints require Japan-specific validation.
- Ability to lead design decisions covering Japanese-language experiences, business-hour/holiday routing, local operational support, and stakeholder adoption.
- Ability to identify privacy, recording, consent, retention, security, data-location, and cross-border considerations that require validation with the client's legal/compliance teams.
- Experience bridging Japan business/technology stakeholders, global architecture teams, technology providers, telecom providers, and systems-integration teams.

Insurance / Regulated-Industry Experience:

- Insurance-sector contact center transformation experience is highly desirable, particularly in customer service, claims, policy servicing, billing/payment, assistance, or high-touch service operations.
- Understanding of regulated-enterprise controls, including least-privilege access, auditability, recording governance, sensitive-data handling, resilience, and disaster-recovery considerations.
- Ability to align customer experience modernization and AI use cases with risk, compliance, and human-oversight expectations rather than treating contact center modernization solely as a technology migration.
- Experience with high-volume or mission-critical customer operations in insurance, banking, or financial services is preferred.

Company Description