

Genesys Contact Center (SME) 独占求人

募集職種

人材紹介会社
株式会社ネックサス

求人ID
1620890

業種
SIer・システムインテグレーター

雇用形態
契約

勤務地
東京都 23区

給与
経験考慮の上、応相談

更新日
2026年11月13日 07:00

応募必要条件

職務経験
6年以上

キャリアレベル
中途経験者レベル

英語レベル
ビジネス会話レベル

日本語レベル
基礎会話レベル

最終学歴
大学卒： 学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

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.

スキル・資格

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.

会社説明