



### **Key Accounts - Contact Centre as a Service Support Engineer**

- Regus, Beacon House, Room 138, Stokenchurch Business Park, Ibstone Road, Stokenchurch, High Wycombe, Buckinghamshire,, High Wycombe, England, United Kingdom
- Full-time
- Yearly Salary: £37,000 pa
- Contract Type: Permanent

### **Company Description**

#### **Why Babble?**

Babble is a Customer Experience-led growth business. As the ultimate Trusted Advisor for cloud-based technologies, we specialize in empowering businesses with the best solutions from the world's leading providers.

We are specialists in:

- Microsoft Modern Work
- Cybersecurity
- Contact Centre Technology
- Mobile Solutions
- Communications & Connectivity

With nearly 15,000 customers, we're just scratching the surface of our potential. Many of our clients currently benefit from one or two of our technologies, presenting an incredible opportunity to introduce them to our full suite of market-leading solutions.

Join us on this exciting journey and let's achieve greatness together!

[About Us | Leading UK Cloud Solutions Provider | Babble](#)

### **Job Description**

#### **Join Our Dynamic Team as a Key Accounts - Contact Centre as a Service Support Engineer! 🌟**

Are you passionate about telecoms? Do you thrive in a fast-paced, innovative environment? At Babble, we're on a mission to be our customer's most trusted advisor for cloud-based technologies. We're looking for passionate and talented individuals to join our dynamic team. If so, we have the perfect opportunity for you!

#### **What will you be doing?**



The purpose of this role is to provide expert-level support for the Five9 Contact Centre as a Service (CCaaS) platform (or equivalent), ensuring optimal performance, rapid issue resolution, and continuous improvement of the customer experience. This role is critical in maintaining service availability, implementing changes, and supporting both internal teams and external clients.

**Accountabilities and Deliverables:**

- **Platform Support & Troubleshooting:**
  - Diagnose and resolve technical issues related to Five9 CCaaS features such as ACD, IVR, CTI, VoIP, and omnichannel routing.
  - Provide Tier 2/3 support for escalated incidents, ensuring timely resolution and root cause analysis.
  - Monitor system health and performance, proactively identifying and addressing potential issues
  - Support integration with CRMs (e.g., Salesforce, Zendesk) and third-party applications via APIs and webhooks
- **Customer Engagement:**
  - Collaborate with customers to understand their business needs and tailor the CCaaS platform accordingly.
  - Conduct service reviews and provide recommendations for optimisation and best practices.
- **Operational Excellence:**
  - Maintain accurate documentation of configurations, incidents, and resolutions.
  - Ensure awareness of scheduled maintenance, outages, and product updates that may impact service.
  - Participate in a 24x7 support rota, including out-of-hours coverage as required.

**Core Competencies:**

- Solid understanding of telecom protocols (SIP, VoIP), ACD, IVR, and CRM integrations.
- Strong problem-solving skills and a customer-focused mindset.
- Excellent communication and documentation abilities.

**What else looks good for this role:**

- Confident and assertive
- An excellent communicator



- Insightful
- Proactive
- A problem solver
- Experience of working a fast-paced and rapidly growing business where priorities can change

### Qualifications

- **Desirable:** Minimum **3 years of experience** supporting **Five9** or an equivalent CCaaS platform.
- Alternatively, experience as a **Level 3 Unified Communications Engineer** with strong exposure to contact centre technologies.

### Additional Information

#### Why work for Babble?

- Company Pension - 4% Employee contribution
- 22 days holiday Balance + UK Bank Holidays - with increased annual leave based on length of service
- Life Assurance – 4x Annual Salary
- Optional Health Insurance – Bupa
- Optional Health Cash Plan – Health Shield
- Bike to Work Scheme
- Season Ticket Commuter Loan
- Charities Trust – Donations to charities pre tax
- Babble Issued Laptop
- Annual Company Celebrations

### Hybrid-Working Policy

You will be contracted to work from the office closest to you however, you need to be prepared to travel to our offices across the UK if the need arises. Babble operates a non-contractual Hybrid Working Policy whereby you will be required to be in the office on company anchor days (Monday, Tuesday and Thursday) and will be able to work from home on Wednesday and Friday. Unless your role has different requirements.

### The recruitment journey



We want to fill this role quickly, but we want to get the right person. The recruitment process will consist of a screening call. If you proceed past this then you will have an interview and possibly a follow up interview and competency testing depending on the role requirements.

Direct Candidates Only