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Genesys Engineer (PureCloud)

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Company: Optomi

Location: United States

Category: other-general

Optomi, in partnership with a leading Energy Corporation, are seeking experienced Genesys Pure Cloud Engineer to join our cross-functional team responsible for end-to-end development of Genesys applications. Candidates will contribute to the full project lifecycle, from inception to go-live, and are expected to learn and teach Genesys Cloud development skills. Applicants must have extensive experience in Genesys Pure Cloud, including telecom understanding, SBCs, SIP, and call flow development for various communication channels. This would be a hybrid opportunity for candidates local to Charlotte, or fully remote for anyone in outside cities. Responsibilities: Lead decision-making processes for Contact Center Design, Implementation, and Support. Design and build complex software solutions using agile/XP/TDD methodologies. Collaborate with cross-functional teams to develop cloud-native software solutions targeting various platforms. Conduct paired programming, code reviews, and knowledge sharing sessions. Conduct independent research to refine best practices and present findings to peers. Coach and mentor junior team members. Provide technical guidance to leadership for innovative and sustainable solutions. Requirements: 5-7 years of software development experience with significant familiarity in using IDEs and APIs. Deep understanding of cloud-native software engineering best practices. Proficiency in multiple frameworks and experience with automation and optimization. Ability to manage and optimize databases and apply functional programming concepts. Strong debugging skills and proactive approach to problem-solving. Experience with CI/CD stacks and secure programming practices. Proven track record of turning complex ideas into manageable solutions. Ability to coach, mentor, and provide technical guidance to team members. In-depth understanding of

cyber security principles and common attack vectors. Experience in product development lifecycle and driving technical direction based on business drivers. If this opportunity aligns with your skillset, or someone you may know, apply today!

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