

Your Next Big Adventure in CX Technology.

Founded in 2022, we are the CX Technology Specialists, revolutionising how businesses connect and communicate with their customers through smart thinking and cutting-edge cloud technology.

At our core, we thrive on solving complex problems with innovative solutions. Just recently, we designed and delivered a bespoke software solution that slashed operational costs by over \$1 million for a US retailer.

Why We Stand Out

We're not just another tech company; we're a dynamic and fast-paced team that's all about making a real impact. Our mantra is simple: if we're not delivering value, we don't have a business. This customer-first approach drives us and our clients forward, creating a collaborative environment where innovation flourishes.

We work with the latest and greatest in cloud technologies, including Zoom and AWS, offering end-to-end support for our clients' CX and communications needs. From selection to implementation, custom development, optimisation, and modern managed services, we've got it covered.

- **Pioneering Spirit:** We were the UK's first Zoom Contact Center partner in 2022 and the first worldwide to achieve the Zoom CX Competency in 2023. We stay ahead of the curve to lead the industry.
- **Hands-On Founders:** Our founders are actively involved in the business every day, ensuring we maintain our vision and continue pushing for better.
- **Rapid Growth:** We're growing fast, which means endless opportunities for you to learn, advance, and make a significant impact.
- **Tech Development:** We're building our own technology to enhance and complement Zoom & Amazon Connect capabilities. With AWS at the heart of our software development, we're all about using the best tools to drive success.
- **Comprehensive Support:** We provide top-tier implementation and managed service support for Zoom CX and Amazon Connect.
- **Commitment to Excellence:** We use the latest technologies and best practices to ensure our solutions are top-notch and deliver real results for our clients.

Role Overview: CX Engineer

As a CX Engineer, you'll play a pivotal role in configuring and building cutting-edge implementations of Zoom Contact Center, Zoom Virtual Agent, Zoom Phone, and Amazon Connect. This is more than just a job; it's an opportunity to dive deep into the latest technologies and make a tangible impact on our clients' success.

Why This Role is Exciting

- **Hands-On Experience:** Work directly with our visionary founders, gaining invaluable insights and mentorship that will accelerate your tech career.
- **Client Collaboration:** Engage closely with clients to understand their unique needs, and craft tailored solutions that elevate customer & employee experiences.
- **Innovation at Your Fingertips:** Be at the forefront of deploying next-generation CX technology, ensuring every project you touch is optimised for excellence.

What You'll Do

- **Configure & Implement:** Lead the configuration & implementation of Zoom Contact Center, Zoom Virtual Agent, Zoom Phone, and Amazon Connect for client projects.
- **Client Interaction:** Work closely with clients to confirm requirements and deliver customised solutions that meet their specific needs.
- **Take Ownership:** Meet challenges head-on and use your initiative to proactively find solutions and see it through to a successful conclusion.
- **Best Practice Development:** Develop and deploy best practice configurations that ensure optimal performance and client satisfaction.
- **Internal Collaboration:** Collaborate with internal teams to ensure seamless project delivery and exceptional client experiences.
- **Continuous Learning:** Stay updated with the latest features and updates in Zoom and AWS products, maintaining your expertise at the cutting edge of technology.
- **On-Site Engagement:** Be prepared for occasional travel to customer sites to ensure hands-on support and success.

This role is perfect for energetic, motivated, and ambitious people who are eager to make a significant impact. You'll be joining a fast-growing company that values innovation, speed, and a relentless focus on customer success.

What We're Looking For

We value people who are driven to get things done, take initiative, and make progress fast. While prior experience is considered, your attitude and personality are what truly matter to us. We want you to feel comfortable bringing your authentic self to work and giving your best every day.

Essential

- **Passion for Technology:** A keen interest in cloud technology and customer experience/customer engagement.
- **Creative Problem-Solving:** A creative thinker always looking for better and more efficient ways to do things.
- **Analytical Mindset:** Ability to think outside the box with good problem-solving skills and close attention to detail.
- **Well Organised:** Ability to handle multiple projects at once.
- **Adaptable:** Desire to work within a fast-paced environment where every day is different, and you get to work with a wide variety of clients.
- **Interpersonal Skills:** Comfortable, personable, and professional dealing with customers, partners, and internal teams.
- **Communication:** Ability to communicate technical concepts to non-technical people.

Desirable

- **Technical Experience:** Experience in configuring, implementing, or managing cloud-based CCaaS or unified communications solutions.
- **Web Technologies:** Proficiency in web-related technologies and architectures, particularly REST and JSON.

What We Offer

We believe in looking after our people and valuing their commitment to our mission. As part of our team, you'll enjoy a range of benefits designed to support your well-being and professional growth:

- **Competitive Salary:** Up to £35k per annum.
- **Bonus Scheme:** Discretionary quarterly bonus scheme.
- **Flexible Working:** 100% remote work, flexible hours, and the option to work abroad for up to 20 days per year.
- **Generous Leave:** 28 days holiday plus public holidays, increasing by 1 day per year.
- **Birthday Off:** Enjoy your birthday off every year.
- **Pension Plan:** 5% matched pension contribution, rising by 1% per year.
- **Healthcare:** Private healthcare with Vitality.
- **Life Assurance:** Comprehensive coverage for peace of mind.
- **Family Support:** Generous maternity/paternity/adoption policy.

Flexible Working

We're a remote-first company, but we also like getting together for team updates and social meetups. We believe strongly in the concept of balancing your life and work and we provide the flexibility that allows you to bring your very best self to the role. We measure our people on performance and output, rather than what time they clocked in each day. Perhaps you're an early riser and you like to get started at sunrise, or perhaps you're a night owl who is most productive in the evening. Maybe you need half an hour to pick the kids up from school each day. However you work best, we're cool with it, with our only caveat being that you'll need to be available for client meetings, when it works for them.

We also offer the option to work abroad for up to 20 days per year, no questions asked. So, when we say we're flexible, we really mean it.

Join Our Journey

We're growing at an incredible pace, and our founders are hands-on every day, ensuring we never stop pushing for excellence. This is more than just a job; it's an opportunity to be part of something extraordinary. We're looking for energetic, motivated, and ambitious people who are ready to take on challenges and make a significant impact.

Are you ready to join a team that values innovation, speed, and customer success? Let's create the future of CX technology together. Send your CV to careers@acceleraate.com using the subject line "CX Engineer".