

THE MOST COMMON PROFILES

What profiles do we usually select?

In Ydilo 80% of the selected profiles are technical. Some of the most common ones are described below.

JAVA DEVELOPER

Our Contact Center Solutions Department comprises of a great team who develop advanced voice solutions based on natural language recognition.

The profile matches that of IT or Telecommunications graduates or higher with broad background and/or professional experience in object oriented programming environments. Likewise expertise is required in SQL and Oracle as well as a good level of English.

SYSTEM ADMINISTRATOR

Within the Operations Department, we make sure that our platforms perform optimally to offer quality service to our clients.

Here the profiles selected must have higher education qualifications in IT or Telecommunications.

Solid experience is required in 24x7 implementations as well as experience in a variety of systems, tracking tools and databases: MS-Windows, Linux, Solaris, SQL, Oracle y HP-Openview.

24x7 OPERATOR

Our first level of support is conducted by a team of operators, who are in charge of ensuring that the processes run smoothly on our platforms.

They operate from Monday through to Sunday in morning, afternoon or evening shifts. This position is particularly geared to IT or Telecommunications students who want to work around their studies.

To join this team, it is important to demonstrate training in IT and or experience in managing and monitoring incidences using HP Openview.