

Deployment Specialist - UCaaS/CCaaS Solutions

Revolve Technologies is a leading telecom procurement specialist. We help organizations stay connected and grow faster by finding, comparing, and curating the right telecom solutions. With our global network of carriers, Revolve Technologies matches clients with the best technologies at the most competitive rates. Once the ideal solution is identified, we expertly deploy these technologies, ensuring seamless integration to drive maximum performance and efficiency.

Job Title: Deployment Specialist

Location: Remote within Canada

Employment Type: Permanent, Full-Time, working Monday to Friday

Languages: English and French, spoken and written

Job Purpose

The Deployment Specialist oversees the successful onboarding and deployment of UCaaS and CCaaS solutions, ensuring that customer implementations are delivered on time, within scope, and meet the highest standards of quality and satisfaction. This role blends technical coordination, client communication, and project management, acting as the bridge between the pre-sales, engineering, and support teams throughout the customer lifecycle.

Job Duties and Responsibilities

- Coordinate and manage end-to-end deployment projects for UCaaS/CCaaS customers, primarily using the 8x8 platform and similar technologies.
- Liaise with clients to gather technical requirements, define deployment plans, and maintain communication throughout the onboarding journey.
- Create and maintain detailed project documentation, including deployment plans, configurations, timelines, and status updates.
- Configure systems and services to match customer needs and industry best practices, escalating complex technical requirements as needed.
- Collaborate with internal teams (sales, solutions engineers, support, and customer success) to ensure seamless handoffs between stages of the customer journey.
- Contribute to internal process improvements by documenting deployment workflows, building reusable resources, and identifying opportunities for optimization.
- Assist in post-deployment transitions by providing high-level guidance to the support team to ensure smooth customer experiences.
- Maintain and expand expertise in UCaaS/CCaaS platforms (e.g., 8x8, Microsoft Teams Direct Routing, Zoom Phone, etc.) to support evolving customer needs.

Skills

- Demonstrated experience in deployment, implementation, or project coordination for UCaaS/CCaaS platforms, ideally including 8x8.
- Strong project management skills, with the ability to manage multiple timelines, stakeholders, and deliverables.
- Excellent customer-facing communication skills, translating technical concepts into clear and actionable conversations.
- Strong problem-solving skills with the ability to diagnose and resolve issues efficiently, with a team-oriented approach when appropriate.

Salary and Benefits

- Salary based on experience.
- Health and dental insurance, with employer contribution.
- Employer-matched RRSP program (up to 4%).
- 4 weeks of vacation annually, plus 5 sick days.
- Company-provided laptop and related work tools.

Company Culture

At Revolve Technologies, we foster a collaborative, innovative, and customer-focused environment. We value team members who bring fresh ideas and contribute to a dynamic workplace where both personal and professional growth are encouraged. We prioritize work/life balance, ensuring our employees can thrive both in and out of the office. Our commitment to delivering excellent service goes hand in hand with building lasting relationships, both with clients and within our team.

Disclaimer

This job description outlines the primary responsibilities and expectations for the role. Responsibilities may evolve over time in response to business needs or team structure changes.

Inclusion Statement

Revolve Technologies is an inclusive employer dedicated to building a diverse workforce. We encourage applications from all qualified candidates and will accommodate applicant's needs under the respective labour law throughout all stages of the recruitment process.

Please submit your application at rchant@revolvetechnologies.com