



Position: Vice-President, Customer Solutions

About Us:

CENGN is the Centre of Excellence in Next Generation Networks. Our mission is to accelerate the growth of the Canadian Information and Communications Technology (ICT) sector, enabling economic strength and prosperity, as well as innovation and competitiveness in this high-growth global multi-trillion dollar industry.

Through our leading-edge technology infrastructure and expertise, and the creation of a globally recognized ecosystem of partners, CENGN helps Canadian small and medium enterprises overcome commercialization barriers and grow. CENGN collaborates with top ICT multinationals, the public sector, financial institutions, and academic partners, to solidify Canada's leadership in next generation networks for the benefit of all Canadians.

CENGN's ecosystem includes members Bell Canada, Cisco, EXFO, Huawei, Invest Ottawa, Juniper Networks, Mitel, Nokia, Ribbon Communications, Rogers, TELUS, and Wind River. The company also partners with the federal government through the Networks of Centres of Excellence (NCE) and the Ontario government through the Ontario Centres of Excellence (OCE).

What We offer:

- The chance to be part of the growth of a Canadian company driven by providing opportunity for Small & Medium Enterprise (SME) Canadian companies to succeed
- The benefit of a small company in a modern setting where your ideas and opportunities for growth are nurtured and encouraged
- The advantage of working with colleagues passionate about their individual contributions to CENGN
- The gain of working with cutting edge and relevant technology
- The opportunity to work in our state of the art physical and virtual multi-vendor, test, certification and validation platform which provides a unique environment to commercialize advanced products, applications and services
- The experience of developing and deploying wired and wireless technologies that are utilized by applications such as cloud, wireless 5G, autonomous vehicles, broadband Internet and cybersecurity

For more information, visit www.cengn.ca



The Opportunity:

We are seeking an experienced, knowledgeable, and customer-focused leader for CENGN's Corporate team. Reporting to the President & CEO, the Vice President (VP), Customer Solutions, will lead and grow our Customer Solutions team as the forward-facing engine to the execution of CENGN's mission. This strategic role will be pivotal in the delivery of services to CENGN's customers, and in defining the direction and augmenting the delivery of CENGN's solutions roadmap and professional services.

Key Responsibilities:

The VP Customer Solutions will have 3 key areas of responsibility:

A. Customer Solutions Engineering

The Customer Solutions Engineering (CSE) team is responsible for supporting and advising our SME customers as they execute projects on the CENGN infrastructure. The VP Customer Solutions will be responsible to:

- Work with SME customers to understand their problems and goals, and how CENGN can add value to advancing the commercialization of their products and innovation.
- Ensure that the CSE team:
 - Best advises customers on the design of projects that meets those goals;
 - Translates project design and requirements into a precise specification and network architecture required for the project;
 - Implements the environment that the customer needs for the project, and provides hands-on technical support and best-practices advice to the customer while they conduct their project.
 - Drives projects to successful completion, working through technical issues with the customer and (as required) CENGN's infrastructure engineering team
 - Delivers project briefings to the CENGN marketing team and helps to articulate the project in non-technical terms for case studies.
- Work closely with the VP Engineering on any issue related to CENGN's underlying infrastructure
- Support and mentor the Senior Manager, CSE to build and develop a strong CSE team possessing depth and breadth of technical and solution skills to support and add value to CENGN's customers

B. Product Management

The role of Product Management is to define CENGN's solutions, services and technology roadmap. Responsibilities include:

- Maintain an in-depth understanding of ICT market trends, technologies, and ecosystem actors
- Define CENGN's strategy and roadmap for new services, solution areas, technologies, and market segments, driven by customer value, sustainable competitive differentiation, and ROI.



- Work closely with internal (including VP Engineering Operations and VP Business Development & Marketing) and external (including CENGN Members, Partners, and customers) stakeholders to define requirements
- Develop business case for investment
- Support and work in close partnership with VP Engineering Operations to define implementation plan and timeline for new services and technologies in CENGN's infrastructure.
- Support CENGN's marketing team with technical marketing content and collateral

C. Professional Services

The VP Customer Solutions will be responsible for spearheading the development of CENGN's professional services practice. This will require to:

- Understand in depth CENGN's economic and technical value propositions
- Understand in depth the market landscape for professional services, including customer segmentation and competition.
- Develop a strategy and roadmap for new professional services, potentially including training, consulting, lab as a service, interop services, etc.
- Build the business case for revenue and investment in each case, and own the P&L
- Define service descriptions, pricing, channel strategy, partnership requirements
- Engage with lead customers and partners to drive adoption
- Build the team to deliver on the goals

In addition to these 3 areas of responsibility, the VP Customer Solutions will be a member of CENGN's executive team, and will work closely with the other members of the team to develop annual operating plans based on long-term strategy.

Key Competencies/Qualifications:

- In depth knowledge of ICT market trends, technologies, and ecosystem actors
- Deep network and solution architecture understanding as well as deep technology knowledge in ICT technologies including Cloud Computing and Data Centers, SDN, NFV, Switching/Routing, security, LTE and 5G wireless, Optical Networks, open source technologies (incl Linux, Openstack, Kubernetes, etc.)
- Practical hands-on experience in the technologies above would be an asset
- Strong customer focus
- "Start-up" company experience and approach – ability to work in a quickly paced, dynamic environment
- Excellent communication skills with ability to abstract and communicate complex content. Collaborative and consultative approach
- Self-motivated learner keen to continually push the bounds of their expertise
- Strong leader, with a commitment to developing team members
- Strong analytical skills, sound judgment, and experience interpreting a strategic vision into an operational model



- Passionate, effective at engaging both inside and outside the organization, with a strong drive to succeed
- Will have executive maturity, personal credibility and a high degree of integrity
- Track record of creating working environments that are based on trust and respect

Education:

- University degree in Engineering, Computer Science, or Networking, or equivalent experience.
- A technical academic accreditation including a post graduate/doctoral degree would be ideal

Experience:

At CENGN, we prioritize practical skills over years of experience. The depth of skill we are seeking in the above technologies would typically be attained as a result of 15+ years of experience.

Languages:

- English oral, reading and writing
- French oral, reading and writing would be considered an asset