



Position: Cloud Solutions Engineer (2 Positions) – Customer Solutions Engineering

About Us:

CENGN is Canada's Centre of Excellence in Next Generation Networks. Our mission is to drive technology innovation and industry growth through our test bed, technical expertise, talent development, and partner ecosystem, to enable economic strength and prosperity as well as innovation and competitiveness for Canada in the high-growth global multi-trillion dollar Information and Communications Technology (ICT) industry.

CENGN collaborates with national and global technology leaders, the public sector, and academic partners, to solidify Canada's leadership in next generation networks for the benefit of all Canadians. Our members and partners are a crucial part of CENGN's operation, providing us with the technologies and support needed to enable our service offerings to Canadian small and medium enterprises (SMEs).

By providing Canadian SMEs with the infrastructure and expertise required to test their products, these growing businesses can overcome commercialization barriers. CENGN provides SMEs with full support of the development, validation, and exposure of their innovative solutions. CENGN also develops talent through co-op and internship opportunities as well as training offerings for professionals.

CENGN's ecosystem includes members Bell Canada, Cisco, EXFO, Invest Ottawa, Juniper Networks, Mitel, Nokia, Ribbon Communications, TELUS, and Wind River. CENGN 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 benefit of an agile company in a modern setting where your ideas and opportunities for growth are nurtured and encouraged
- 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 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 advantage of working with colleagues passionate about their individual contributions to CENGN
- 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
- A company which embodies its values of:
 - Passion for our mission and empowered to make an impact
 - Integrity in an open, agile, and collaborative environment
 - Accountable and customer focused with a commitment to exceeding expectations
 - Flexible and diverse work environment with a sense of belonging
- A flexible environment where output of work is valued beyond input of time, resulting in optimized work/ life balance through modern flexible work arrangements
- Organization supported professional development
- Top-Notch Health Benefits Package
- Employer paid RSP Contribution
- 15 days annual vacation allowance with additional personal and sick days
- Select paid holiday shutdowns
- Annual fitness allowance
- Monthly social activities



The Opportunity:

We are seeking a highly skilled and motivated individual to join CENGN's Customer Solutions Engineering team. The CSE team is responsible for designing, deploying, and supporting complex infrastructure in support of our customer's testing projects. We also provide advice and assistance to our customers on the latest networking and cloud technologies.

Projects at CENGN range from proof of concepts, to technology validations, to complex scaling tests, each involving an exciting mix of hardware and software technologies. Our domain expertise spans data centre grade hardware, software-defined networking, virtualization and containerization, network function virtualization, security, and beyond.

Cloud Solutions Engineers (CSEs) play a pivotal role in these projects as they possess a core set of skills in cutting edge networking and computing technology. These skills are applied to help a wide range of businesses, from startups to large corporations, as they execute projects on the CENGN infrastructure.

Being a CENGN CSE means living on the leading edge of networking and computing innovation, tackling new technical challenges every day, and making a real difference to the technology companies that are defining our future.

Key Responsibilities:

CSEs design, deploy, manage and support complex networking and compute environments for our clients, and advise them as they execute their testing projects at CENGN.

The CSE role is multi-faceted. On any given day, the CSE may hold responsibility to:

- Work directly with a new customer to deeply understand their problems and goals, and then, in consideration of CENGN's platform capabilities, advise the customer on the design of a project that best meets those goals.
- Translate the high-level project design, architecture and requirements into a precise specification of the hardware and software technologies and network architecture required for the project.
- Deploy the environments that they have designed for the project. This can include configuration of: bare metal servers, switches, VLANs, operating systems, virtualization environments, containerization environments, traffic generators, performance monitors, etc.
- Provide hands-on technical support and best-practices advice to the customer while they undertake their project.
- Develop and execute test plans in cases where our clients have retained us to do so.
- If a project surfaces a potential technical issue with CENGN's underlying infrastructure that the CSE team cannot resolve, work directly with CENGN's infrastructure engineering team to triage the problem, while maintaining clear and open communication with the customer.
- Engage in on-going skill development



Key Competencies/Qualifications:

- **Practical, hands-on experience backed by solid theoretical understanding in at least four of the following technology domains** and the willingness to develop skills in the others over time:
 1. Virtualization: KVM, VMWare, VirtualBox or others
 2. VM Management: OpenStack or others
 3. Containerization and orchestration: Docker, Kubernetes, or others
 4. Linux: Ubuntu, CentOS or other distributions
 5. Traffic and load generation tools such as jMeter, Locust, TRex, IXIA or others
 6. Load balancers, reverse proxies, and web servers such as HAProxy, NGINX, Apache, Traefik, or others
 7. Virtualized network functions such as firewalls (commercial or open source)
 8. Scripting: Python or other languages
 9. IP networking protocols and concepts
- Self-motivated learner who is keen to continually push the bounds of their expertise
- Ability to balance a few concurrent projects and efficiently task-switch between them
- Ability to keep current with the evolution of next generation networking technologies and related industry trends (CSEs have work time allocated to on-going skill development)
- Interest in or experience with working with customers
- Interest in or experience with technology start-ups

Education:

University degree or college diploma in Engineering, Computer Science, or Networking, or equivalent experience.

Experience:

At CENGN, we prioritize practical skills over years of experience. The range of skill depth we are seeking in the above technologies would *usually* be attained as a result of 5 to 10 years of experience.

Languages:

- English oral, reading and writing
- Competency in any other language could be considered an asset

Interested and qualified candidates are invited to forward their resume in confidence to CENGN by email to hr@cengn.ca. Please use "**Cloud Solutions Engineer**" as the subject line.

CENGN reserves the right to remove this posting prior to the application deadline. CENGN thanks all applicants for their interest, however, only those selected for an interview will be acknowledged. CENGN is an equal opportunity employer.