Position: Cloud Engineer – Training Programs

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, Huawei, 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 if 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 for the Centre of Excellence in Next Generation Networks (CENGN’s) Training team. Reporting to the Senior Manager, Training Programs, the Cloud Engineer – Training Programs will: manage, secure and monitor our cloud-based training lab platform and remote access solution; automate provisioning and configuration routines; provide end-to-end technical support for training deliveries; and support course/exam development through technical content reviews. The position does not require travel.

Key Responsibilities:

Due to the rapid evolution of the emerging cloud and network technologies for which CENGN is in the forefront, the Cloud Engineer – Training Programs plays an important role in CENGN Academy’s program of training delivery and development. The successful candidate will be responsible to:

- Demonstrate and articulate in depth understanding of new technologies relevant to CENGN Academy’s catalogue and delivery infrastructure
- Demonstrate practical problem-solving skills working in a cloud networking lab environment
- Manage and support CENGN Academy’s cloud-based training lab platform
  - Manage and monitor overall lab platform performance
  - Determine lab platform and remote access configurations needed for multiple courses
  - Monitor course-specific lab performance during deliveries
  - Create and enhance provisioning and configuration automation routines
  - Implement security and monitoring solutions
  - Oversee setup and teardown of resources for training deliveries
  - Provide infrastructure capacity input for course delivery forecasts
  - Provide technical support as needed during deliveries
  - Schedule and implement periodic maintenance and upgrade activities
  - Periodically propose major enhancements and implement approved plans
  - Provide knowledge transfers to the rest of the training team
  - Create API-based connections with other systems to enhance automation
- Provide support for new course/exam development projects
  - Provide technical reviews of course content and lab exercises developed by 3rd party providers and CENGN Academy team members
  - Provide learner feedback for internally authored eLearning modules at alpha/beta stages
  - Provide technical reviews of digital badge and certification exams
- Provide support for course/exam content maintenance activities
  - Conduct periodic reviews of courses and exams for accuracy, currency and relevancy
  - Provide recommendations for targeted updates to existing courses
Key Competencies/Qualifications:

- Significant experience with Linux and Open-source software/tools
- Expertise in cloud, cloud native and infrastructure as code technologies such as OpenStack, Docker, Kubernetes, Terraform and Ansible
- Experience working with standard networking technologies, such as TCP/IP, routing and switching, as well as Network Function Virtualization
- Ability to work autonomously within a team leveraging online collaboration tools
- Excellent critical thinking, analytical, communication and presentation skills
- Flexibility, creativity and the ability to work in a rapidly changing work environment
- Ability to quickly analyze and learn new technologies
- Proficient in Microsoft Office and Atlassian applications

Education/Experience:

- Bachelor’s degree or College diploma in Software Engineering, Computer Science, Engineering, IT or related discipline
- Professional experience in supporting, managing and automating cloud and networking infrastructure

Desired Assets:

Experience with any of the following would be considered an asset:

- Agile and/or DevOps methodology
- Code repositories such as Git
- Consuming or contributing to Open Source projects

Professional certification in a relevant field would be considered an additional asset.

Languages:

- English oral, reading and writing
- French oral, reading and writing would 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 Engineer – Training Programs" as the subject line.
CENG reserves the right to remove this posting prior to the application deadline. CENG thanks all applicants for their interest, however, only those selected for an interview will be acknowledged. CENG is an equal opportunity employer.