Position: Training Operations Student  
Term: Winter 2022 (January 3rd, 2022 – April 22nd, 2022)

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, Bioenterprise, Cisco, EXFO, Juniper Networks, Mitel, Nokia, Ribbon Communications, TELUS, University of Ottawa 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 Centre of Innovation (OCI).

What We offer:

- An environment providing flexible working hours and location
- 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
- The reward of contributing to the Canadian ICT sector and helping to stimulate economic development
- The benefit of a small company in a modern setting with opportunities for growth
- The ability to work on real and impactful work that contributes directly to the company’s success
- The freedom to share and execute your own ideas that are nurtured and encouraged
- The advantage of working with other students, full-time staff, and our executives who are all passionate about their individual contributions to CENGN
- Work in a consortium organization gaining exposure to the most innovative small business as well as the most well-established telecom companies in Canada and the world

For more information, visit www.cengn.ca
The Opportunity:

We are seeking a highly skilled and motivated individual for CENGN’s Training department for a 4-month co-op term. Reporting directly to CENGN’s Senior Manager of Training Programs, this individual will start the term with the CENGN Cloud System Specialist boot camp to learn the latest in cloud technologies like Docker and Kubernetes, OpenStack, etc. Upon completion of this boot camp, the student will attempt the CCSS certification exam.

CENGN Academy focuses on practical, use-case driven training in commercial cutting-edge technologies, with an open source flavour and hands-on activities supported on CENGN’s unique cloud-based lab infrastructure. The training department has multiple types of reporting requirements for both internal and externals stakeholders; program data reside in multiple systems. Throughout the term, the Training Operations student will assist in delivering high quality reporting presentations, improving the efficiency of data collection and creating automated dashboards that provide near real time reporting. The Training Operations student will also provide backend support for training deliveries as required.

This position involves participation in events which may require the student to be available outside normal working hours on a few occasions during the placement. Applicants should expect to be required to work irregular hours 3-5 times during the contract.

For more information about CENGN Academy, visit https://www.cengn.ca/academy

Key Responsibilities:

Due to the rapid evolution of the emerging network technologies for which CENGN is in the forefront, the Training Operations Student plays an important role in developing and maintaining CENGN’s reporting technical training content, which continuously evolves. The main responsibilities are:

- Collaborate in a professional manner among a team of experienced trainers and engineers
- Extract training delivery data from multiple reporting sources
- Link multiple systems using relevant APIs
- Create training delivery/effectiveness dashboards for executive and funder consumption
- Create capacity management dashboards for training management
- Create a web form that displays training infrastructure availability data to potential learners
- Automate report pulls and dashboard updates by leveraging system APIs
- Ensure data in transported between systems in a secure manner
- Set up cloud-based lab infrastructure using established automation routines
- Support CENGN Academy training events and remote exam delivery
- Support presentations at public events like meetups and other technical forums
- Liaise with training participants
- Other duties as required

Key Competencies/Qualifications:

- Desire to learn and develop while exercising and demonstrating solid problem-solving skills
- Ability to work autonomously within a team leveraging online collaboration tools
- Excellent interpersonal, organizational, and communication skills
- Strong English language writing skills
- Strong programming skills
- Experience in/with any of the following would be considered an asset:
  - Open APIs
  - Atlassian toolset (Confluence, JIRA, etc.)
  - Agile methodology
  - Datacenter environment
Public and/or private cloud services
- Solid practical experience with TCP/IP networking and Linux
- Good understanding of virtualization and containerization technologies
- Experience in consuming or contributing to Open Source projects
- Code available for review on public repositories (e.g. Github)

Education:

Post-secondary education in Software Engineering, Computer Science, Engineering, IT or related discipline

Eligibility

Students who are enrolled or have graduated from post-secondary institution programs which provide the relevant background and aptitude to work and enhance their skills as per the requirements of CENGN's listed student postings will qualify for internships under this program.

- Students can be at the undergraduate level (current students) or graduate level (current masters and PhD students), or they may be recent undergraduate and master graduates within three years of graduation from an Ontario-based post-secondary institution
- The student must be eligible to work in Ontario and have employee status at the company for the duration of the internship (Canadian citizen, permanent resident, or on a work/student visa)
- The student may not apply with a company where there is any conflict of interest, including, but not limited to, a company where the student or relatives have any control as a major creditor or shareholder or governing board
- As a condition of employment and in accordance to CENGN's Code of Conduct Policy, all students must maintain a clean criminal record. CENGN engages a third-party provider to verify student backgrounds prior to the start of the internship

Languages:

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

Interested and qualified candidates are invited to upload their resume in confidence to CENGN through the following link, Resume submission - CENGN Application Portal - Service Desk. Please select "Training Operations Student" as the position title.

CENGN thanks all applicants for their interest, however, only those selected for an interview will be acknowledged. CENGN is an equal opportunity employer.