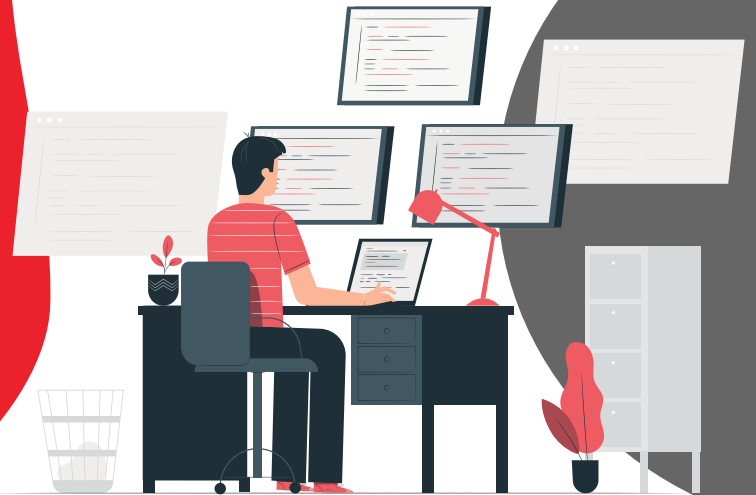




Join our team!

Customer Solutions Specialist



CENGN is Canada's Centre of Excellence in Next Generation Networks. Our mission is to drive innovation and adoption of advanced networking technologies in Canada through our Living Labs and advanced networking infrastructure, technical expertise, talent development, and partner ecosystem, enabling the digital transformation and competitiveness of Canadian industry and the commercial growth of Canadian digital technology solutions.

With the digital transformation opportunity valued at over \$200 billion in Canada, it is clear the new competitive landscape is being driven by digital innovation and the ability to integrate this technology across industries. Join our team, as we work with our ecosystem of technology, innovation, government, and academic partners to build Living Lab testing infrastructure and deliver services that accelerate the testing, validation, demonstration, commercialization and adoption of digital innovation across Canada.

For more information, check out: <https://www.cengn.ca>

The CENGN Advantage



Career Development

An agile company in a modern setting where your ideas and opportunities for growth are nurtured and encouraged



Canadian Innovation Support

Be part of an organization that drives innovation by providing Canadian start-ups and scaleups as well as tech students and professionals the ability to succeed



Great People

The advantage of working with colleagues passionate about their contributions and united under the same mission



Work Where You Work Best

Remote environment to suit your individual professional and personal needs

Benefits

- Attractive and Competitive Group Benefit Plan
- Phone plan reimbursement
- Employer paid RSP contribution with no matching requirement

Wellness and Development

- Annual fitness allowance
- Wellness webinars, lunch and learns, and social events

Vacation and Time Off

- Three weeks vacation plus personal and sick days
- Annual Christmas shutdown

The Opportunity

We are seeking highly skilled and motivated individuals to join **CENGN's Customer Solutions "CS" Team**. This role and the CS team are the external facing technical interface to CENGN's customers. They are responsible for supporting complex infrastructure in support of our client's test and validation projects from onboarding through completion within our living labs. This role also provides advice and assistance to our clients on the latest networking and cloud technologies to support their journey through digital transformation.

Location of work and travel

The successful individual will work remotely from their home office in the Ottawa area with a requirement to work within our CENGN data centre, as required, to support customers on-site in Kanata.

Location: Ottawa

Salary: \$82,000 - \$92,000

Vacancy Status: This posting is for a new vacancy. We are hiring for 2 positions.



Key Responsibilities:

- Build and maintain strong relationships with customers, understanding and anticipating their technical needs from initial project scope through deployment, integration, testing and maintenance of the project
- Attend demonstrations from CENGN customers and provide technical support for their project's deployment within our living labs
- Execute on the delivery of customer projects as the primary technical point of contact for assigned customer projects, ensuring clear communication and customer satisfaction.
- Troubleshoot customer projects by analyzing logs, traces, and metrics. Conduct root cause analysis to prevent recurring issues.
- Implement best practices for security, compliance, and disaster recovery in a cloud-native environment.
- Collaborate with other stakeholders including internal teams to ensure alignment, from planning through delivery of customer projects, with desired outcomes in support of CENGN's mission
- Remain fluent on current on industry trends (5G, cloud, AI, cybersecurity, defence innovation) and translate insights into practical recommendations for customers
- Coordinate timelines, and priorities with the project managers to meet project milestones and customer expectations.
- Demonstrate and support our CENGN values of integrity, accountability, agility, collaboration and fostering success.



Key Competencies/Qualifications:

- Must have or be eligible to obtain Secret-level security clearance
- Experience working with customers on end-to-end solutions with networking, application and data related components
- Innovative mindset with the ability to think outside the box and contribute to creative solutions
- Excellent communication skills, both written and verbal.
- Demonstrated ability to leverage the Agile methodology and associated tools like Confluence, Jira, Bitbucket to track and provide progress reporting.
- Hands-on experience with containerization and virtualization technologies such as Docker, PROXMOX and container orchestration platforms like Kubernetes
- Experience with IP networking, especially dynamic routing protocols, specifically BGP

- Experience with wireless networking including understanding of 5G architectures
- Demonstrated experience in cloud native application deployments (Docker, Kubernetes, CNCF projects, Rancher) with a cloud agnostic approach
- Experience working with LINUX operating systems: RedHat, Canonical Ubuntu, Suse and other open source distributions
- Experience with hypervisor technologies: KVM+Openstack, VMWare, KubeVirt or similar

Nice to have:

- Proven experience in system design and operations of highly available and distributed systems using containerization
- Experience with modern distributed web architecture components like load balancers, reverse proxies, and web servers such as HAProxy, NGINX, Apache, Traefik, or similar
- Knowledge of 3GPP networks 4G/5G
- Experience with virtualized network functions such as firewalls (commercial or open source).
- Awareness of hyperscalers offering from AWS, Azure, GCP or alternative public clouds
- Familiarity of security best practices for cloud environments, including IAM, encryption, and network security
- Knowledge of infrastructure and application validation with traffic and load generation tools such as jMeter, Locust, TRex, IXIA or similar.
- Familiarity with automation using one or more of the following automation tools or languages: Ansible, Terraform, Python or Go



Education and Experience:

- Bachelor's degree in engineering or computer science or equivalent experience
- Minimum 5 years of experience, with 2 years in a customer-facing technical role
- Experience in advanced computing and, networking in a 5G environment
- Experience in the AI or defence sector would be considered an asset.



Languages:

- English oral, reading, and writing
- French oral, reading, and writing or any other language would be considered an asset

Interested and qualified candidates are invited to forward their resume in confidence to CENGN via [CENGN's Application Portal](#).

[Follow us on LinkedIn for more CENGN Career Opportunities!](#)



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.