

Job Description – Telecommunications Engineer

Reports to:

Director of Operations

Sunco is an exceptional place to work. We attract and retain people who have an ownership mentality. What exactly is that? It means that every decision, every job and every interaction with clients and each other is done with the deep knowing it directly impacts the success of our company. When you're an owner, you take personal responsibility to the next level. You have courage to "wade in" and take risks. You have your integrity and reputation at stake. You have the trust of others.

These characteristics form the foundation of our Core Values.

- We Embrace Change
- We Do What It Takes
- We are Accountable to the Outcome
- We Do the Right Thing
- We Bring out the Best in Each Other

Job Summary:

Working for a collaborative team, you will implement and support Sunco's business communication solutions for new and existing clients in a way that exemplifies our Core Values. Work is done both on site or remotely within Alberta, though travel outside of the province may be required.

You will complete project requirements from telecom systems programming to installation, testing and training on all releases for Mitel and Panasonic systems including voicemail and other software and telecommunications services such as computers, system software and hardware and cabling. You will be accountable for Solutions Escalation from Tier 1 and Tier 2 Help Desk individuals and have daily interactions to provide support and/or solutions when required. At Sunco, we strive to bring out the best in each other, therefore you will be required to coach and train colleagues on all high-level issues to advocate learning and build team capacity.

Job Requirements:

In addition to the above summary, further role requirements will be:

- Installation and maintenance of digital, VOIP, and video telephony product offerings.
- Troubleshooting and turn-ups of network environments including voice and data cabling.
- Serve as primary POC for all server alarms and emergencies by fulfilling internal processes.
- Work with SIP trunks, PRI's and analog lines for PBX and VOIP phone systems both hosted and on-premise based.
- Conduct computer diagnostics to investigate and diagnose hardware and software problems.
- Replace defective components, and provide technical assistance.
- Perform data backups and maintain an inventory of computer parts for emergency repairs.
- Research and design work for new and existing customers.

- Develop network proposals and implement proposed solutions.
- Responsible for understanding and complying with all policies, procedures, and regulations relating to job duties.
- Perform other duties as assigned.

Required Knowledge and Experience:

- Telecom system builds
- 802.11 a/b/g/n/ac
- Strong TCP/IP and routing knowledge (TCP/UDP/IP/ICMP/etc.)
- VPN (L2TP 2/3, IPSEC, SSL-VPN, DMVPN, PPTP, GRE)
- Windows 2000/XP/2003/2008/2012/Win 7/Win 8/Server/Workstations
- Office/Visio/PPT
- TCP/IP troubleshooting
- WAN protocols and network security solutions
- Windows Server, Windows Desktop, VMware, High Availability, VMmotion, SANs, NAS, VOIP, QoS, Voice/data cabling, WIFI, Video Conferencing
- Preferred Networking: VPN, VLAN, Router, Firewall
- Preferred Telephony: Mitel communications platforms; integrated telephone products including paging, call recording, call accounting and fax server products; telephony system engineering; data center/ communication room design and installation.
- Help desk and software management

Desired experience:

- Mitel phone systems
- Cross connects, patching, and tone and tag lines
- Fortinet experience or other router/firewall systems
- Network sniffing tools such as Wireshark
- Cabling experience (Cat 5e, Cat 6, etc.)

Competencies:

- Customer-focused
- Task management
- Personal management
- Communication
- Innovation
- Critical thinker

Education:

- High School Diploma or General Education Development (GED) certificate
- Relevant technical training and/or certifications (e.g., Microsoft, Cisco, A+, etc.) preferred

Work Environment:

- Can lift and/or move 20 pounds with or without accommodation
- Able to stand for extended periods of time with or without accommodation
- Can travel to customer offices as required and occasionally provide emergency after hours onsite support for customers
- Valid Alberta drivers license

What We Offer:

- Full time competitive wages
- Bonus potential
- Paid vacation time
- Competitive benefit package including health, dental, disability, life
- Company vehicle

If you would like to be considered for this role, please send your resume, cover letter and salary expectations to michelle.cumine@sunco.ca.