Job Description – Senior Mitel Telecommunications Engineer with I.T. Experience

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 colleagues 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.

Working on projects and service tickets relating to the programming, installation, testing and troubleshooting of Mitel telecom solutions, you will have daily interactions with clients and colleagues and focus on providing timely, accurate support with a strong focus on service. You will also be accountable for solution escalations from Tier 1 and Tier 2 Help Desk individuals. 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, with a focus on the Mitel suite of products.
- 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 relating to telephony clients.
- Replace defective components, and provide technical assistance.
- Perform local and remote backups pertaining to telephony endpoints.
- Research and design work for new and existing customers.

- Responsible for understanding and complying with current Sunco policies, procedures, and industry standards relating to job duties.

Required Knowledge and Experience:
- Extensive knowledge with MiCC, MiCollab, MCD, MBG, vMiCC, vMiCollab, vMCD, and vMBG
- Telecom system builds
- 802.11 a/b/g/n/ac Wave1/ac Wave 2/ax
- Strong TCP/IP routing knowledge and troubleshooting capabilities (TCP/UDP/IP/ICMP/etc.)
- VPN (L2TP, IPSEC, SSL-VPN, PPTP, GRE)
- Familiar with Windows server and desktop environments ranging from Windows XP through to Windows 10 and Windows server 2000 through to Windows server 2019
- Strong understanding of Microsoft Office Suites
- WAN protocols and network security solutions eg.) NAT, Port Forwarding, QoS
- VMware, HA, VMotion, SANs, NAS
- Familiar with enterprise-grade firewalls
- Help desk and software management
- Cross connects, patching, and tone and tag lines
- Network sniffing tools such as Wireshark
- Cabling experience (Cat 5e, Cat 6, Cat 6e, etc.)

Competencies:
- Customer-focused
- Time management
- Verbal and written communication
- Innovation
- Critical thinker
- Mentorship/knowledge sharing

Education:
- High School Diploma or General Education Development (GED) certificate
- Relevant technical training and up-to-date industry certifications (Mitel)

Work Environment:
- Can lift and/or move 20 pounds with or without accommodation.
- Ability to sit for long period of time.
- Can travel to customer offices as required and occasionally provide emergency after hours onsite support for customers.
- Criminal Record Check
- Valid Class 5 Alberta drivers license.