



# Join our team!

## Manager, Customer Solutions Engineer



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.

This year, CENGN celebrates its 10th anniversary of delivering significant impact and growth for Canada's innovation ecosystem: enabling the commercial growth of 100s of small and medium enterprises (SMEs), training 1000s of individuals in industry-coveted advanced networking and cloud skills, and maintaining a >10:1 ROI for our funders.

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 digital 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 or hybrid options 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 and training and development 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 a highly skilled and motivated individual to Join CENGN's Solutions Engineering Team. The CSE team is responsible for supporting complex infrastructure in support of our client's test and validation projects. We also provide advice and assistance to our clients on the latest networking and cloud technologies to support their journey through digital transformation. The candidate will be the external facing technical interface to CENGN's customers, whose products and services CENGN helps to commercialize. The Manager, Customer Solutions Engineering (CSE) will be responsible for the management of the CSE team which primes the execution of customer projects.

**Location:** Remote

**Salary:** \$140,000.00 - \$155,000.00



### Key Responsibilities:

- Oversee the delivery of innovative customer solutions, ensuring alignment with CENGN's mission to foster technological advancement and industry collaboration

#### Team Leadership

- Grow, lead, mentor, and manage a team of skilled customer solutions engineers.
- Foster a collaborative and innovative team environment focused on delivering high-quality solutions.
- Establish priorities and distribute workload across the CSE team utilizing Agile methodology.
- Provide technical leadership and expertise to guide the team and support complex projects.
- Establish performance metrics and conduct regular evaluations to ensure team effectiveness and individual growth.

#### Collaboration and Stakeholder Engagement

- Cross-departmental engagement to ensure successful project planning, execution, and delivery.
- Coordinate resources, timelines, and priorities with the PMO to meet project milestones and customer expectations.
- Build and maintain strong relationships with customers, understanding their needs and requirements to define initial project scope.
- Act as the primary technical point of contact for customer projects, ensuring clear communication and satisfaction.



### Education and Experience:

- Bachelor's degree in Engineering or Computer Science or equivalent experience
- Minimum 3 years of engineering leadership experience in a technology company involving advanced compute and networking



### Languages:

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



## Key Competencies/Qualifications:

- Demonstrated ability to lead and motivate a customer facing engineering team.
- Experience working with customers on end to end solutions with networking, application and data related components.
- Experience with technical operations (observability, security, cloud resource management) associated with client engagement.
- Ability to communicate industry trends and complex technical topics.
- Demonstrated ability to leverage the Agile methodology and associated tools like Confluence, Jira, Bitbucket to manage team capacity and provide progress reporting.

### Must Haves

- Experience with wired and wireless networking including understanding of 5G architectures.
- Expertise in cloud native application deployments (Docker, Kubernetes, CNCF projects, Rancher) with a cloud agnostic approach.
- Expertise with hyperscalers offering from AWS, Azure, GCP or alternative public clouds
- Expertise in UNIX/LINUX operating systems: RedHat, Canonical Ubuntu, Suse and other open source distributions.
- Proven experience for infrastructure and application validation with traffic and load generation tools such as jMeter, Locust, TRex, IXIA or similar.
- 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.
- Expertise with 3GPP networks 4G/5G.
- Experience with virtualized network functions such as firewalls (commercial or open source).
- Experience within the cybersecurity space.
- Experience in automation using one or more of the following automation tools or languages: Ansible, Terraform, Python or Go.

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

## Follow us!



**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.**