



Federal Economic Development  
Agency for Northern Ontario

Agence fédérale de développement  
économique pour le Nord de l'Ontario

## Project Engineer / Tier 1

Teleco is seeking a Tier 1 Project Engineer to contribute to a 15 week project initiative in collaboration with the Northwestern Ontario Innovation Center - Youth Effect Program and Federal Economic Development Agency for Northern Ontario.

### Why Teleco?

As a Teleco employee, you'll have the chance to work for a local, innovative company deeply dedicated to technology. This 15-week contract offers exposure to diverse divisions such as IT Managed Services/Cybersecurity, Business Phone Systems, Security and Surveillance, and Structured Data Cabling. You'll actively participate in monthly and weekly team meetings, engage in weekly one-on-ones with ownership, and collaborate with our IT Help Desk Team of Engineers.

### Your Role:

Join us on this exciting project aimed at developing and customizing in-house software to enhance customer experience, satisfaction, and retention. While benefiting from the support of internal teams and a structured framework of tasks and milestones, you'll have the autonomy to work independently and showcase your technical skills.

### What We're Looking For

To thrive in this role, you should possess.

- Technical aptitude: Basic knowledge of computer hardware, software, operating systems (Windows, macOS), networking concepts, and troubleshooting techniques.
- Customer service skills: Strong interpersonal skills to deliver excellent customer service over various channels.
- Network fundamentals: Understanding of basic networking concepts (TCP/IP, DNS, DHCP).
- Problem-solving ability: Logical thinking and efficient resolution of technical issues.
- Organization and prioritization: Strong organizational skills to manage multiple tasks simultaneously, prioritize workload effectively, and meet deadlines.



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- Teamwork and collaboration: Ability to work well in a team environment, collaborating with colleagues to resolve complex issues and deliver high-quality customer support.
- Adaptability and willingness to learn: Willingness to learn new technologies and adapt to changing business needs and priorities.
- Attention to detail: Keen attention to detail when troubleshooting issues, documenting steps taken, and maintaining accurate records.
- Professionalism and integrity: Demonstrated professionalism, integrity, and ethical behavior in handling sensitive information and customer interactions.
- Availability: Willingness to work flexible hours, including evenings, weekends, and occasional on-call duties.
- Provide superior customer service following the Teleco way.
- Master the skills and obtain the knowledge necessary to complete your work.
- Minimize mistakes and make efforts to learn from them to improve.
- Anticipate problems and suggest ways to improve efficiency.
- Work safely, report unsafe conditions, and prioritize health and safety.

### **Additional Duties and Responsibilities:**

- Improve customer service, perception, and satisfaction.
- Enter time and expenses in our CMR software promptly.
- Work on set milestones and report on outcomes.
- Maintain a positive attitude about your work environment and the company.
- Troubleshooting all issues promptly.
- Complete a required criminal record check.
- Attend all meetings and sessions required with Northwestern Ontario Innovation Centre
- The Youth Effect Program requires candidates to fulfil the following requirements:
  - Be between the ages of 18-29
  - Be legally allowed to work in Canada
  - Be living in Northwestern Ontario

Job Type: Full Time / 15 Week Contract



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Salary: \$18/Hr with project completion top up.