



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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# Job Board Posting



Careers.Indigenous.Link

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## Customer Solutions Expert

<b>Job ID</b>	<b>65-B4-29-5A-5A-5A</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=65-B4-29-5A-5A-5A">https://careers.indigenous.link/viewjob?jobname=65-B4-29-5A-5A-5A</a>	
<b>Company</b>	Northwestel	
<b>Location</b>	Whitehorse, Alberta	
<b>Date Posted</b>	From: 2024-07-04	To: 2024-09-02
<b>Job</b>	Type: Full-time	Category: Telecommunications
<b>Languages</b>	English	

### Description

This position is responsible for supporting the retail and wholesale sales teams by designing last-mile access infrastructure, including fiberoptic, coaxial, and copper cable and hardware, to meet customer requirements. This position has input and influence on the Capital Budget, on the Sales Support operating budget, and on product services planning and implementation as performed by Marketing.

#### Employment Equity

Northwestel values diversity in the workplace and is committed to the goals of Employment Equity. We strive to achieve a skilled workforce that is representative of the population we serve, and as a Northern company, we are committed to the employment and career development of our Indigenous peoples. Please clearly indicate on your application if you are an Indigenous person, a woman, a person with a disability, or a visible minority if you wish to receive hiring preference.

#### Specific Accountabilities

Provide technical assistance, engineering and Request for Proposal (RFP) support to Sales, Marketing, Carrier Services and affiliate organizations as required to meet customer requirements, relating to last-mile access solutions.

Provide quotes on a variety of customer requests addressing both the short-term immediate needs of the customer and their longer-term network/telecommunications requirements. This would include performing analysis of alternatives, costing, design, and strategic recommendations. Solutions would include a combination of tariffed and/or special assembly services (non-tariffed services).

Consult with Account Executives, Account Managers, Northwestel affiliates, and clients to prepare the technical and business needs of the client account plans and major proposals (i.e. develop the economic basis for both Northwestel and the client).

Coordinate the design and implementation of accepted client projects to a stage where the handoff is made to engineering/operations.

Provide feedback to Product Managers and others on product evolution and new product requirements for the perspective of the customer.

Liaise with equipment suppliers (to assess technical compatibility of solution, to determine availability of equipment and to prepare pricing for quotations to customers), systems architects (on network and systems compatibility), telecommunication consultants (who represent the client) and Product Managers.

Participate in special projects, as assigned, from time to time.

Actively participate in the Health & Safety program by working in compliance with OH&S Acts and Regulations, completing required training and reporting immediately to your immediate Manager or your Workplace Health and Safety Committee any work-related hazards and concerns.

Each incumbent is expected to become an expert in an area or areas (such as data/wireless networking, key systems/PABX, access, radio/satellite, site/space/power) to support the Sales function, i.e. become an internal resource and share this knowledge accordingly.

#### Knowledge And Skills Required

Post-secondary degree/diploma Information Technology/Telecommunications with a minimum of three (3) years' experience in wireline access, or voice applications.

Alternate combinations of education and work experience will be reviewed on an individual basis.

Strong interpersonal, communication (oral, written and presentation), negotiation, analytical (e.g. cost/benefit analysis), organizational and project management skills;

Experience with IP Networking, radio/satellite will be considered an asset.

Relevant experience with Workplace Health & Safety Committees, or knowledge of the elements of a health and safety program or health and safety regulations in Canada will be considered an asset.

As part of the recruitment process for this position, candidates may be required to take pre-employment tests and/or complete work simulation exercise to assess job fit.

As a safety conscious CORâ„¢ Certified organization, we have an established and comprehensive safety program. We expect all employees to participate in our organizational health and safety programs, adhering to all safe work procedures focused on continuous improvement.

What We Offer You

Health & Wellness Benefits, Pension Plan, Discounts

Team Incentive Bonus

Paid Vacation with a Vacation Travel Allowance

Work-Life Balance

Community Involvement

**How to Apply**

Click "Apply Now"