



BUSINESS SOLUTIONS DELIVERY SPECIALIST

A unique opportunity to embrace technology with a customer centric approach.

Come work at a rapidly growing engineering firm that is staffed with industry experts, has great benefits and prides itself on developing our people.

The Company

Planview Utility Services is an engineering firm that provides engineering design, sub-surface investigation and geographical information related services to telecommunication companies and electric utilities. Our workforce is a mix of veterans of the industry and youthful enthusiastic technical resources. We have pride our collegial culture and host multiple corporate sponsored social activities. The use of technology plays a large part in our success.

The Position

As a Business Solutions Delivery Specialist, you will:

- Be responsible for understanding, listing and consolidating the engineering and service requirements of Business/Enterprise customers for Data, Internet and Value- added services.
- Follow internal processes to provide complete solutions including project estimates and quoting while maintaining the quality of the engineering proposals being forwarded to Sales.
- Follow policies, processes and procedures for coordination with other departments.
- Work closely with the sales/marketing/network engineering teams as well as internal customers for coordination purposes, when applicable.
- Prepare project proposals, assist in RFPs responses based on the engineering/marketing input and generate status reports on the active projects status and enquiries.
- Assist network engineers in the preparation and analysis of Network capacity allocation, planning, technology evaluation, testing and integration with the operating network.
- Coordinate and supervise all the subcontracted work and communicate the project status to management. Assist with the preparation of the Handoff package for Network Operations and customer; maintain Service Level Agreement and related reports as and when required. Verify that all documents are updated when required.
- Coordinate with fiber group for forecasts and reserves fibres required along new and existing fibre runs including requirements for cable plant and wireless transmission. Liaison with third party for

physical extension of the network into the customer location necessary to deliver the required service based on Client's standards and practices.

To be able to do this work successfully, you should have:

- Experience in a technical environment and some knowledge of Ethernet, LAN/WAN, Internetworking and fiber based products, cable modems, etc.
- Experience in managing projects and complex coordination activities
- Experience in telecom, cabling, internal wiring, equipment installation and fiber based services deployment
- Experience in providing Customer Service
- The ability to learn new technologies and follow directions for its integration within the operational infrastructure.
- Strong organizational, analytical, communication (verbal & written), problem-solving skills and a keen attention to detail.
- Business and operational knowledge of broadband technologies (High Speed Data, Internet, VoIP).
- Strong project management experience and skills combined with coordinating and executing multiple tasks simultaneously and efficiently while working with conflicting priorities in a fast-paced environment.
- A demonstrated ability to prepare and review technical documents.
- The ability to take initiative in identifying and resolving problems independently.
- Strong planning skills.
- The ability to assess the impact of decisions.
- A strong understanding of all Microsoft Office applications, including Visio and Project.

The Location

Planview Utility Services has 3 offices – Markham, London and Ottawa. Our clients are based throughout the province, as are their projects. *This is a **full time -temporary** position that will be located at our client's location in Burlington.*

Why You Should Apply

If you like to work within a team, work alone, contribute to infrastructure builds, work with sales/marketing and engineering teams and receive competitive compensation then you should apply.

Note

Planview Utility Services Ltd is an Equal Opportunity Employer.

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, Planview Utility Services Ltd will provide accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources staff of the nature of any accommodation(s) that you may require.