



#### ABOUT US:

CPI Telecommunications is a customer-centric organization dedicated to providing exceptional service to our clients. We provide products and services designed to help our clients' businesses grow. We believe in going the extra mile to ensure customer satisfaction. We are currently seeking a Mitel MiVB/MICC certified technician to join our team and help us deliver a superior customer experience.

#### JOB DESCRIPTION:

As Mitel Technician you will play a vital role in ensuring our customers have a seamless and delightful experience with our products and services. You will be responsible for installation and support of our new and existing Mitel customers. We are looking for someone who is not only a self-starter but also possesses excellent communication skills, exceptional follow-through, and a commitment to providing outstanding customer support. Along with Mitel support you will be learning invaluable data networking and troubleshooting skills to advance and grow your career.

#### KEY RESPONSIBILITIES:

1. Responsible for supporting Mitel solutions in cloud and virtualized environments, plus traditional Mitel hardware deployment.
2. Working closely with the Help Desk team and fellow engineers to provide a great client experience.
3. Resolve client issues remotely (phone/email).
4. Installation of new systems/solutions for new customers.
5. Being responsible for design, implementation and upkeep of knowledge base and documentation.
6. Ensure internal systems are kept fully up to date with ticket management.
7. Recognition of trends, repeat issues and root cause analysis for problem management.
8. Give regular updates to the Support Desk / Stakeholders for any particular client to enable client issues to be managed and resolved as quickly as possible.

9. Ensure personal accreditations are up to date and appropriate for work being performed.
10. Occasional site visits when required for continuity in cases and for exposure to new products and software.

#### QUALIFICATIONS:

- High School diploma or equivalent; additional education or training is a plus.
- Excellent oral and written communication skills.
- Energized and self-motivated with positive attitude.
- Detail-oriented with strong problem-solving abilities.
- Ability to think outside the box for creative solutions.
- Strong organizational skills and exceptional follow-through.
- Mitel MiVB/MICC certification and 2+ years of field experience.
- Basic network/routing skills a plus but not necessary.

#### BENEFITS:

- Competitive Salary
- Comprehensive Training and development
- Opportunity for advancement into several other areas of the company
- Health, Dental and 401K benefits
- Vacation and Personal Days
- Friendly and collaborative work environment