

Telecom & Nursecall Administrator



Scout is a strong, growing provider of outsourced IT, Telephony and Nursecall services and support based in the Lower Mainland. Our purpose is to utilize technology to simplify lives, both for our clients and our team, so we are constantly learning and growing to best serve our clients. No two days are the same and we love it! We have a wonderful team of amazing people, committed to supporting each other, doing things well and having fun at the same time. As part of that, we have a hybrid WFH approach, seeking to balance the developmental and relational benefits of being in the office with those of working from home.

We are looking for a Telecom & Nursecall Administrator who works hard and smart. Someone who wants to know how things work, enjoys solving problems and who has experience handling technical escalations. The Telecom and Nursecall Administrator's primary role is to work closely with our team and clients to support and maintain their technology, while ensuring SLAs and customer satisfaction are maintained.

What does that look like?

- Providing friendly and professional support to our clients, primarily remote, but also onsite
- Troubleshooting Telecom and Nursecall hardware, software, systems and network issues
- Continuing to learn about new technologies and troubleshooting techniques
- Increasing collective team knowledge and being a subject matter expert or resource to others
- Acting as the primary escalation point for Service Team to assist in resolving complex issues, with direct access to Senior Care Solutions Manager and vendors as required
- Working closely with Senior Care Solutions Manager to identify and implement efficiencies and effectiveness in issue resolution and escalation
- Identifying big picture improvements for clients and Scout, and collaborating with management to engineer and help implement solutions
- Being a key resource for Telecom & Nursecall Projects and Tier 2/3 initiatives for our clients
- Being part of on call rotation, excluding times when part of active Projects

What do we look for?

- A Scout culture fit. We're looking for servant leaders that work well with others
- Tier 3 technician with experience in medium and large Telecom infrastructures. MSP experience an asset
- Experience deploying and maintaining key IP PBX systems such as Avaya, Teams, 3CX, Freeswitch, and FusionPBX
- Excellent spoken and written communication skills – ability to translate technical information into user-friendly terms in person and on the phone
- Collaborative team players, with experience handling escalations and helping build the knowledge of Team
- You are self-motivated and focused, with excellent time management skills and attention to detail

- Demonstrated understanding of and interest in how things work, not just how to fix them
- Experience with key vendors Ubiquiti, 3CX, Avaya IP, Yealink, miALERT an asset
- A Valid BC Driver's license with a clean driving record

What are the benefits of working at Scout?

- Collaborative team environment with supportive co-workers who want to help you succeed
- 5% practical Grow Me time per month, along with a wealth of in-house experience
- A wide variety of clients and technologies to keep things interesting and provide ongoing growth opportunities
- Monthly company events, including regular pub nights, goal driven outings and LAN nights
- Free gym in the building
- Automated coffee machine and fridge full of delicious drinks

Work Environment and Physical Demands

- This job operates in professional office environments, buildings under construction, and warehouses.
- While performing the duties of this job, the employee is regularly required to stand, walk, and/or crawl, use scissor lifts, ladders, stairs, and lift up to 40kg.