**Information Job Interview**

**Employment Skills I (Section 064)**

**Due Date: April 07, 2014**

**For: Mrs. Shaw**

**By: Joshua Valerio**

**Armond Ramjeet – Electrical Engineer P. Eng working at Bell as a Telecom Technician**

**53 Brimwood Ave. M1V 1B8**

**Scarborough, Ontario**

**The interview was taken place on the 29th of March, in the afternoon at around 3:00 PM. Since he is a mobile worker and on-call, I decided to interview him at his workplace at his workplace: his house. The interview went well, I recorded the interview using my electronic recorder, which gave me the ability to type this interview word-for-word.**

**Q: What kind of training does Bell offer for entry-level workers?**

A: Bell gives the best training any entry-level worker could ask for. The whole idea is centered on the advanced technology used today. Each employee is made sure to understand the concept of using equipment that delivers the best quality of service to each customer. The training is around 2 to 3 weeks, based on customer service, and applies to any job position you get within our company.

**Q: Suppose you were to given overtime for a good portion of your shifts, would you take it?**

A: In my case right now, no, because I’m an old man, but without that restriction I would definitely take it. Now, each person needs to know how to drive well and work extensive hours. It is something you need to consider when working because you’re going to be called every day by Bell to run to another client’s house and then work on whatever problem is given. But overall, the training w

**Q: What type of work is given to the typical entry-level position?**

A: As I have mentioned before, we are given an on-call task of traveling to each customer’s house and installing a variety of equipment required to enter our networking system. By networking system, I mean routing them depending on whatever they decide to order as a package, let’s say, if they want a dry-loop connecting to the VDSL line or if there isn’t a dry loop, you would create a connection and set it up as a Ethernet WAN. Most customers that I have experienced working with, prefer ordering just internet alone because it’s convenient to pay internet bills alone, but you have to know how to install Bell TV connections as well.

**Q: What do you find most enjoyable when working?**

A: Being able to fix problems and install networking connections are some things I enjoy doing while working in each person’s house. You get to interact with the customer, because as soon as you walk through that door, you feel that you’ve taken a responsibility to help him the best you can, and that feeling is something everyone should experience in their lifetime.

**Q: Why did you decide to work with Bell?**

A: I felt that I wanted to create an experience with customer service alone, I decided to take a position that deals with customer service and I believe that this was the perfect choice for me. I have been working with them for 6 years now. I started as an entry-level worker as a technician for mobile phones, and worked my way up to a better salary and position within the company, they offered me a position as a phone, TV and internet technician which describes the name “Telecom” in its entirety.

**Q: How many hours do you work per week?**

A: I work a minimum 40 hours a week, 5 days a week, 8 hours a shift.

**Q: What is the typical entry-level salary in this field?**

A: The typical salary that you would get is around $21-24 just for entry level. If you were working, let’s say, on a full-time position, you would receive at least $40,000 to $50,000 a year which, in my opinion, is very good for a position that requires a lot of customer attention.

**Q: Does this job require any type of licensing proving that you are an electrical engineer?**

A: No, however if you want to beat others that are applying to the entry job level, you want to prove to Bell that you are the best candidate by showing them every accolade you received during school, including the license proving that you are a Professional Engineer and is looking for a job to support your career. Now, not every person has a license to start with, but to Bell, that would be a great asset to the team, because it shows you are certified and ready to work to your fullest.

**Q: Are there any changes occurring from within your company? For example, evolution of new technology being used?**

A: Yes, actually, whatever new equipment we receive over the next couple of years will completely overtake the previous equipment in terms of quality. When Bell switched to Bell Fibe, the previous equipment that we’ve used, including routers and modems, weren’t good enough anymore. The connections and software that we use are all similar though, with just a few updates.

**Q: How rapidly is your present career field growing?**

A: I would say that our line of work is receiving a lot of new employees. When I used to work as a telecom engineer for phones alone, I’ve seen new faces every 3-4 months. I believe we do hire seasonal positions so that may be the actual case but in my opinion, I think telecommunications is increasingly growing in numbers.

**Analysis:**

Through my analysis and findings, I have found that this position solely focuses on customer service and the technology nowadays. I have learned that:

* You have to be able to manage your time, your customers, being able to know what to do when you’re presented a problem.
* A telecom or electrical engineer would need to open up new solutions to the customer if the current situation does not go well as expected.
* A degree from any college or university is required to for most field jobs in the Torontonian Area.

As an engineer-in-training, I believe that the skills that I will need to develop, are definitely customer service and being able to work hands-on in cooperation with the customer, if I were to work with Bell.

I decided to use these interview questions because I know that Bell has a fierce competition with many of the leading internet service providers in Toronto, such as Rogers and TekSavvy, and I wanted to know how it is to be able to work in the field with customers. I wanted to prepare myself for the event that if I were to present information to the customer, asking myself “how I would do it such that the customer would benefit from it in the best way” is definitely a good mental tool to carry around.