

# The Employment Journey

PEI's Top Source for Career Planning and Job Seeking

## New call centre provides IT solutions

by Patricia Roy

**M**illennium Care Inc., is the IT Service Management solutions arm of global IT company Silverline Technologies Ltd. They have recently established an office at the Waterfront Shopping Centre in Summerside. The company also has offices in Toronto, Ontario, and Mumbai, India.

Service Delivery Supervisor **David Hall** says the company concentrates on providing IT solutions for computer programs developed for specific organizations. "Our expertise extends across a variety of industries in 80 countries worldwide. We provide level one service. This means that we are the first point of contact to resolve IT issues or we assign the appropriate support to provide a solution. We also act as intermediary between clients and technical support."

Millennium Care also provides level 2 & 3 support for specific clients in addition to various professional services for the Service Desk industry.

David explained that solutions are tailor-made for each customer in order to maximize the benefits they receive. "In all our solutions, we ensure that nothing is missed. We manage incidents through to closure, making sure the end user is satisfied with the resolution and is able to continue work.

"Support includes password reset, help with Microsoft Office programs, help in case of computer hardware failure or with major server problems. We also help with common off-the-shelf

applications, and applications designed by our clients and network monitoring, and more."

### Employment opportunities

"To date 27 people have been hired, most of whom are Islanders," says David. "We plan to grow strategically out of this centre and plan to expand our staff significantly over the next 12 to 18 months."

He added that a new contract involving new software applications is expected to generate 600 calls a month, growing to 9,000 per month. "As the number of calls increase, we will certainly require additional staff," he says.

Millennium Care has a partnership with Academy of Learning, which has sent one of their students for a month of on-site training, with the possibility of full-time employment at the end of that period. "We look forward to working with **Academy of Learning** in the future," says David.

### Skills and education required

"We provide account-specific training. While some skills can be learned on the job, basic computer skills are required."

"One of the best employees Millennium Care Inc. has ever



**David Hall, Service Delivery Supervisor for Millennium Care Inc. at the new office of the company located at the Waterfront Shopping Centre in Summerside.**

hired was someone who had not yet completed high school. The person had excellent **customer service skills** and amazing **computer skills**.

"We have also have hired university-level computer science graduates. In general, the level of skills required for our industry is rather unique. Some need schooling to reach that level, while others who have been interested in computers from a young age are able to reach that level on their own."

### Opportunities for advancement

David points out that two of the people hired since the office opened in Summerside in early July have already been promoted to team leader positions. "Both individuals demonstrated leadership and initiative that separated them from the rest of the team, and they exceeded the expectations of the company." David himself began as a level one employee at the Toronto office six years ago.

### Positions difficult to fill

"Some of our accounts require a higher level of technical knowledge than others, which makes these positions more challenging to fill. But so far, we have been pleasantly surprised with the technical knowledge and the number of skilled individuals who have applied.

"As well, some of the people currently employed here have had experience with other IT companies and were looking to expand their knowledge in this field."

### Hiring procedure and how to apply

David says Millennium Care's hiring process is fairly straight forward. Resumes are kept indefinitely if it appears the person would be able to fill a position with the company in the future. "When a position comes up, the resumes on file are reviewed and a face-to-face interview is conducted with the person most suited for the position."

To apply, e-mail a resumé to [careers@millenniumcare.com](mailto:careers@millenniumcare.com)

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