

Job News You Can Use

# The Employment Journey on PEI

PRINCE EDWARD ISLAND • CANADA

## IT company will be hiring steadily over the next year or more

by Gloria Welton

For about nine years, an Information Technology company in Summerside has been in operation first as Millennium Care, then TUC Managed IT Solutions. As a result of a merger about 18 months ago, the company is now called **CareWorx**.

“We took on the name CareWorx because it suited the work we do, as well as being brand recognition within long-term care facilities,” says **David Hall**, CareWorx Service Desk Manager.

“By the end of September, we hired eight more people. We anticipate adding five to 10 more by the end of the year, possibly even more. We have grown from 30 at the end of 2016 to 38 in August and in the 40s in September.”

David expects to be hiring often for the next year or longer. “Hiring is slow but steady. I don’t usually hire more than two people at a time. I have hired someone almost every month. That will continue.”

They provide Level One support for kiosks used by nurses in long-term care facilities across North America.

“We also offer fully managed services. We do all their IT support in a setting where typically that support is not available.”

David says they resolve first-level issues such as password reset or how-to coaching with common business software. “Some customers have specific applications designed for them and want a certain amount resolved at the first level.

“We also offer second level support, where we assign tickets to internal teams at the customer’s location. It differs a lot, depending on the size of the company. One of our customers has about 200 different teams. Others have three or four teams that each handles a wider scope at level two.”

They also provide full services, where they can remotely provide IT services for small and mid-sized businesses with 25 to 500 employees.

### Job titles

- Service Desk Manager
- Team Leads manage up to a dozen accounts and 10 to 15 people
- Assistant Team Lead - Right now there are two teams. They started a third team in September, and hope to have six by this time next year.
- Service Desk Analyst
- After Hours Analyst – same skills as daytime workers, and earn a \$1.00/hour more

“We are open 24/7 all year long, even Christmas Day. We don’t ask team members to do the shift rotations other IT call centres require. We will find a shift that works for team members and for us, based on our coverage requirements.

“Most calls tend to come during business hours. Therefore, most of the shifts are 8 am to 4 pm or 9 am to 5 pm, although we have people here 24/7.”

### Finding applicants can be a challenge

“I think there are qualified people on PEI, but it’s a question of getting the right people to apply to our company. When we first opened, we received tons of resumé, but the number of resumé we receive has diminished quite a bit.

“We did a huge amount of hiring at the beginning, back in 2009. Then, hiring became slow and steady.

“I interview almost everybody who applies. Some of the best employees I ever hired are people who on paper don’t look like they would work out.

“Another great employee I hired was a high school dropout with only serving tables on his resumé. Because knowledge of computers is so prevalent in today’s youth, anybody younger than me has probably been on a computer their entire life. The fact that they don’t have an education for it does not mean they don’t have the aptitude.”

David says if someone strikes him as being very intelligent and quick to learn, he would give them a chance.

“There is a significant population here on PEI that does not have the education but has the desire and the motivation. Amazing things can happen when you give people a chance.”

### Wages and benefits

Wages start at \$13 to \$14/hour. Benefits include 80 percent dental coverage, a medical package, ten vacation days per year, and five sick days a year.

“Team members will often need to work statutory holidays, because our customers need the service. Team members are paid double time and a half on statutory holidays, or sometimes they get days off for working the holiday.”



**David Hall, CareWorx Service Desk Manager.** “I studied business and economics in university and decided just because you are good at something does not mean you enjoy it,” says David. He returned to college to take a one-year technology program. He was hired by Millennium Care in Toronto as a Level One and worked his way up the ranks. He moved to PEI nine years ago.

### Future plans

“I wear a lot of different hats, and at some point in time I would not be surprised if we get a dedicated Human Resource person,” says David.

“We are also starting to sell Service Now, which is an ITSM (Information Technology Service Management) tool.

“Whenever you call service management, they will create a ticket for you. Service Now is the tool the ticket would be created in. It is by far the number one tool in the world. They have close to 50 percent of the market.

“That service could require some additional programming hires in the New Year. We are calling the expansion CareWorx Grand Central.

“Our head office is in Ottawa, but they want delivery to be on PEI. Costs are more competitive here, and that is important when competing in the international marketplace.

“We are a big fish here on PEI, but in Ontario we are a very tiny tadpole in a large market. Here we have a lot of cooperation with SkillsPEI and Innovation PEI, which makes it much easier to grow a business.”

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