

Job Posting: Installation & Repair Technician – Full Time

Tuckersmith Communications Co-Operative is offering a fantastic opportunity to work with a well-respected local business. Our services encompass security, internet, television, cellular, web hosting, telephone, and more.

Job Role & Responsibilities:

We are looking for an enthusiastic and self-driven person to serve as an installation and repair technician. This is a full-time permanent position consisting of 40 hours/week reporting to the Operations Manager with a starting wage between \$45,000 and \$62,000 annually. Duties include:

- **Service Installation:** Install fibre and copper-based phone, internet, and IPTV services in residential homes and commercial buildings.
- **Home Network Installation:** Install and configure home networks, including wireless routers and WiFi endpoints, ensuring optimal connectivity and performance.
- **Video Streaming App Installation:** Set up video streaming applications on various devices, ensuring they are fully operational.
- **Customer Education:** Provide thorough instruction to customers on how to use their new home network and video streaming services, ensuring they can utilize all features effectively.
- **Maintenance and Repair:** Perform maintenance and repairs using various diagnostic test equipment, tools, and potentially construction equipment.
- **Customer Interaction:** Maintain positive interactions with members, providing information and assistance regarding equipment and services.
- **Knowledge Development:** Continuously enhance knowledge of the products and services offered to members.
- **Quality and Safety Compliance:** Perform all work in accordance with quality control guidelines, company policies, and procedures, including adhering to safe work practices.
- **On-Call rotating schedule:** respond to on-call overtime requests for weekends or evenings.

Qualifications

- **Experience:** Proficiency with tools and wiring processes.
- **Licensing:** Valid G driver's license with a clean driving record.
- **Physical Requirements:** Ability to lift up to 23 kg (50 lbs).
- **Outdoor Work:** Capability to work outdoors in all weather conditions.
- **Customer Service:** Friendly, positive attitude with a strong focus on customer service.
- **Problem Solving:** Demonstrated proficiency in problem-solving and critical thinking.

- **Teamwork:** Ability to collaborate effectively with team members across the organization.
- **Adaptability:** Flexibility and ability to quickly adapt to changing business needs and processes.
- **Independence:** Strong organizational skills and the ability to work independently with minimal supervision.

Relevant Experience

- **Education:** post secondary/equivalent an asset
- **Industry Experience:** Experience in the telecommunications industry is highly valued. This includes familiarity with the installation and maintenance of telecom equipment, understanding network infrastructure, and knowledge of industry standards and best practices.
- **Technical Background:** A background in electronics or electrical work is beneficial.

Benefits

- Company pension
- Dental care
- Disability insurance
- Extended health care
- Flexible schedule
- Life insurance
- Paid time off
- Vision care

Schedule

- 8 hour shifts; 8am – 4:30pm
- Monday to Friday with rotating evening/weekends on-call