

Customer Service Technician - Integration
Permanent, Full-time
Burgessville, ON

As Integration Customer Service technician, you will be actively involved in the discovery, implementation, installation, and repair (Fibre, Coax, Copper and Wireless) both on-net and wholesale with a primary focus on the business customers. There may be opportunities for cross over work in central office connections, testing, and maintenance. Working as a liaison agent between the customer and sales is also a vital component to deliver the customers' expectations throughout the service experience.

As an accomplished concierge of connection, you will achieve:

- Completed fiber, copper, coax and wireless/Wi-Fi connections with the highest safety standards
- Finished connections with the highest accuracy and focus on quality workmanship
- Quality installation of all racking, cabling and associated hardware required
- Excellent and complete records of finished work

Position Details:

- 40-hour work week
- Regular hours from 8:00 AM-4:30 PM Monday-Friday
- Weekend and evening work will be scheduled when necessary to meet customer service level requirements.

You want to support a company you believe in.

At Execulink, we *live* our Values. We build up our community by giving back through community donations that matter to you. Check out our [Humans of Execulink](#) Blog to see why our employees love being part of this awesome team:

<https://www.execulink.ca/blog/tag/humans-of-execulink/>

Your typical duties will include:

- Comply with Health & Safety regulations and abide by Execulink Mission Vision and Value Statements
- Complete installation of our services for Corporate customers and residential as required
- Promote and explain equipment and services by demonstration and discussion.
- Maintain a high level of regular hours 8:00-4:30, weekdays, and weekends when necessary to meet customer service level requirements. Also the ability to work flexible hours as demanded by the system, including weekends, early mornings & part of an on-call rotation schedule
- Reporting to the Outside Plant Manager
- knowledge covering all current equipment, technologies and standards
- Investigate and respond to needs of all customers, internal and external, according to normal or established procedures
- Analysing, isolating and repairing troubles causing impaired service

- Maintain direct responsibility with customer relations while onsite for installations, repairs, and outages to promote excellent communication.
- Share important technical information to other team technicians, including the development of SOP's for standard installations.
- Prepare plans, repair work orders and other reports as necessary
- Involved in order/inventory management for all equipment
- Ensure vehicles and all equipment are properly maintained at all times
- Maintain and enforce safety levels and requirements.
- Any other duties as may be assigned from time to time

You Bring:

- 3 years' experience with remote implementation, maintenance and advanced support of LAN and WAN technologies or relevant work experience
- A Post-Secondary Degree or Diploma in a related IT discipline or 3+ years of technical customer service and troubleshooting required
- An understanding and hands-on experience with networking protocols (OSI Model), LAN networking and IP addressing. Layer 2 and 3 working knowledge is an asset
- Computer proficiency with working knowledge of Microsoft products is required
- Knowledge in Central Office Equipment, ADSL, VDSL, RF and Copper Test equipment, fiber splicing and testing, and a copper distribution plants is beneficial
- Working knowledge of Telco, Wireless, Coax and Fibre to the Home procedures
- Knowledge of inside and outside plant facilities
- Skilled in performing cabling, mechanical jobs and the use of power tools
- Must be able to handle the physical aspects of the job which include climbing, lifting and carrying as well as working in adverse weather conditions.
- You have full range of colour vision
- You are comfortable working at heights, working off ladder's, and in inclement weather outdoors
- You are open to completing and passing the following training: Working at Heights, Emergency First Aid and Ladder Training
- A valid Class G Driver's License and clean driving record
- A willingness to travel with occasional overnight stays (up to 1 week) for training and development
- *Execulink requires successful candidates to provide proof of COVID-19 vaccinations as approved for use by Health Canada*

Better benefits, because you deserve more

- Competitive base salary
- Full benefits package including medical, dental, vision, retirement savings, health & wellness program, employee discount plan, tuition reimbursement program & interest free computer loans!
- A rewarding, challenging, and fun place to work, and all of the benefits that go along with it!



Ready to join our Team?

- In your cover letter tell us why you think you would excel in this role
- Submit your cover letter and resume in confidence to work@execulinktelecom.ca

About Us

At Execulink Telecom, the largest locally owned independent telecom company in Southwestern Ontario, our only goal is to enhance your lifestyle at home, work and play. As we grow rapidly, we have an unwavering commitment to continue to build a positive team, with a friendly, family spirited approach. The selection of exceptional talent is important to us! When you join Execulink, you're joining a team that's focused on not only providing an AWESOME experience to our customers, but to our employees as well. We live and breathe our Mission, Vision and Values, and are searching for individuals who are excited to contribute and do the same!

Execulink Telecom is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.