



**Customer Service Technician**  
**Full-time, Permanent**  
**Theftord, ON**

You are natural problem solver who enjoys identifying potential issues and implementing solutions. With a background in customer service, you are passionate about providing an excellent customer service experience. If you enjoy working outdoors and have a technician background, especially with 'fibre to the home' installation experience...

**This is your opportunity to join our awesome Customer Service Technician team in Theftord!**

As a Customer Service Technician, you will be responsible for installation and repair of our core services. This primarily includes voice, data and video over fibre optics, but may occasionally include other mediums such as copper and coax solutions.

**How you'll succeed in this role**

- Completed fiber connections with the highest safety standards
- Completion of all installations while maintaining high safety standards
- Finished work with the highest accuracy and focus on quality workmanship
- Expert referrals to meaningful Execulink products and services
- Accurate maintenance of inventory records

**Position Details**

- Permanent full-time, forty (40) hours per week, based in our Theftord Office
- Full use of Execulink service vehicle for travelling to scheduled service appointments from your home
- Regular hours 8:00 AM - 4:30 PM, weekdays and weekends.
- Must have ability to work flexible hours as demanded by the system including early mornings & part of an on-call rotation schedule

**What We Offer**

*Our awesome total compensation package includes perks and benefits such as*

- Competitive starting rate of \$26/hour
- Company provided service vehicle, fully outfitted with all required tools and equipment
- Opportunity to grow your compensation through our referral bonus plan
- Matching RRSP contributions to grow your savings
- A Comprehensive benefits plan including medical, dental, drug, and vision coverage
- Discounted Execulink services for your personal use
- Tuition reimbursement
- A Health & Wellness Program, which includes \$300 to be spent on your personal wellness
- Interest free equipment loans to stay current with your personal tech needs

**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](https://www.execulink.ca/blog/tag/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/>

**Duties include, but are not limited to**

- Fibre-splicing for service fibre cables
- Working with various types of fiber splice enclosures
- Testing fiber with the use of an OTDR
- Hand digging of service fiber cables to complete installations and repairs

- Site Surveys to determine best point of entry of service cables
- Complete installation of our services for Residential and Corporate customers, while adhering to all safety standards
- Promote and explain equipment and services by demonstration and discussion
- Maintain a general level of 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 regular direct responsibility with customer relations for installations, repairs, and outages
- Receive technical direction from other team technicians
- Underground cable locating and reporting
- Prepare plans, time sheets, repair work orders and other reports as necessary, using standard abbreviation and field or function codes
- Involved in Order/Inventory management for all equipment
- Ensure vehicles and all equipment are properly maintained at all times
- Any other duties as may be assigned from time to time

### **You Offer**

- Ability to handle the physical aspects of the job which include working at heights, climbing on residential/commercial rooftops, working off of ladders, consistently lifting and carrying up to fifty (50) pounds, clearly identifying cable colours, running and mounting of hardware/cabling, as well as working in adverse weather conditions
- Skilled in performing cabling, mechanical jobs and the use of power tools
- Computer proficiency with working knowledge of Microsoft products is required
- Knowledge in Telecommunication Services, with a primary focus on Fibre services, as well as related test equipment.
- Proven ability to identify potential problems and challenging situations, take appropriate action, implement solutions or seek the assistance of the Technician and/or Supervisor as required
- Proven ability to perform required responsibilities independently, with limited supervision and direction, within a fast-paced, changing environment
- The ability to communicate in a clear, concise and professional manner with a strong focus on customer service
- Fibre splicing and testing is an asset
- Must be open to completing and passing the following training: Fall Arrest, Emergency First Aid and Ladder Training
- Must have a valid Class G Driver's License, clean driving record and your own reliable vehicle
- *Execulink requires successful candidates to complete a favorable criminal background check, clear drivers abstract and provide proof of COVID-19 vaccinations as approved for use by Health Canada*

### **How to Apply**

- In your cover letter tell us why you think you would excel as a member of our team!
- Submit your cover letter and resume in confidence to [work@execulinktelecom.ca](mailto: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.*