



Wireless Customer Service Technician
Full-time, Permanent
Burgessville/Thedford, ON

You deserve an awesome career! At Execulink, you'll join a team of talented individuals supported by an organization committed to fostering your career development and growth. As we rapidly grow, we continue our unwavering commitment to live and breathe our Vision, Mission and Values. While enhancing life at home work and play, we continue to grow our team with innovative individuals who are as excited about creating an awesome experience for our customers as we are!

A mighty solutions expert and customer care guru dedicated to connecting our community to what matters most. You're no mere Installation Technician, you are the

Client Connection Authority

As a Wireless Client Connection Authority (aka. Customer Service Technician), you will be responsible for installation and repair of our core services. This includes implementation, installation and repair of our broadband wireless internet services, and occasionally other services such as Voice, Data, and video over various medium's including Fibre, Copper, and Coax solutions.

How you'll succeed in this role

- 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 either our Burgessville or Thedford Office, with flexibility to work within a broad service area
- Full use of Execulink service vehicle for travelling to scheduled service appointments from your home
- Required scheduling availability between 8:00am - 4:30pm Monday to Friday
- Rotational scheduling and on-call requirements

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](#) 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

- Comply with Health & Safety regulations and abide by Execulink Mission Vision and Value Statements
- Complete installation of our fixed wireless internet services for Residential and Corporate customers
- Promote and explain equipment and services by demonstration and discussion.
- Maintain a general level of knowledge covering all current equipment, technologies and standards in the wireless network
- Investigate and respond to needs of all customers, internal and external, according to normal or established procedures
- Use troubleshooting techniques to investigate services that do not meet our quality of service standards (degraded or down)
- Maintain direct responsibility with customer relations for installations, repairs, and outages
- Work with other wireless technicians to solve technical issues
- 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
- Maintain and enforce safety levels and requirements stated by federal law
- Any other duties as may be assigned from time to time
- Uphold and live the Execulink Mission, Vision and Values in your interactions with customers and colleagues

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/towers, 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
- Comfortable working at heights – this position requires climbing up to 300 ft.
- Skilled in performing cabling, mechanical jobs and the use of power tools
- Computer proficiency with working knowledge of Microsoft products is required
- Knowledge in Wireless Broadband Networks
- Knowledge in ADSL, VDSL, and Fiber Services, and related test equipment. is an asset
- Ability to work in a team environment
- Ability to communicate in a clear, concise and professional manner with a strong focus on customer service
- 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
- 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 and clear drivers abstract*

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 buildyourcareer@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.