

SERVICE AND INSTALL TECHNICIAN

The Service Technician participates in carrying out the tasks of: service, installation, and corrective and preventative maintenance of all inside and outside plant, and Gosfield provided terminal equipment.

This is to ensure that adequate and satisfactory telecommunications services are provided to all end users. Gosfield is proud to be a small local company, offering quick repair times and friendly knowledgeable staff. Gosfield is looking for applicants to help grow the company while maintaining that same level of service.

The Service Technician installs services, responds to trouble tickets, diagnoses problems and completes necessary repairs. All duties are performed using sound judgement and the exercise of good workmanship, efficient use of time, and the use of safe techniques and practices. A Service Technician must consult plans, manuals, and technical specifications as part of the installation/repair process, then using power and hand tools, connect wires, equipment and hardware, to complete the job. This position operates under the broad administrative supervision of the Plant Operations Manager – Installation and Repair.

JOB SKILLS AND REQUIREMENTS

- **Math Skills:** The ability to count, add quickly and understand fractions and measurements. Also required to be able to distinguish different colours
- **Communication Skills:** Technicians will receive training and speak daily with customers, office staff, supervisors, and other technicians. Required is the ability to understand and follow instructions and communicate effectively
- **Computer Skills:** An understanding of basic networking is required. Training will be provided on multiple ticketing and provisioning systems and software for reporting, installing and troubleshooting services
- **Manual Dexterity:** Using hands with precision on many required and specialized tools
- **Stamina:** Technicians will be on their feet for many hours, or called upon to lift heavy items, climb ladders, excavate for repairs and work in confined spaces. Physical stamina is mandatory

DUTIES

The duties of a Service Technician include some or all of the following;

- installing, provisioning, and maintaining telecom equipment, wiring, and associated hardware for residential and business services
- installing, provisioning, and maintaining fibre optic equipment for residential and business services
- repairing, terminating, and installing various types of copper and fibre optic cables
- using many different testing platforms to troubleshoot and repair service issues

- analyzing test results and adjusting, changing, or repairing associated equipment as well as maintaining service records
- performing locates of Gosfield's underground infrastructure, both copper and fibre
- performing on-call/after-hours duties such as level 1 technical support, repairing network outages and completing emergency locate requests

The Service Technician will carry out other duties and assumes responsibilities as directed by the Plant Operations Manager.

Priority is given to applicants with previous experience in telecommunications and/or post-secondary education in related fields.

References required.

Please email resume to info@gosfieldtel.ca

We thank all applicants for their interest, however, only those selected will be contacted for an interview.