



June 22, 2016

Employment Posting

Network Technician

WirelessCom.Ca Inc is a technical service provider located in Sault Ste. Marie, Ontario. We use cutting-edge wireless network technologies to deliver high-speed Internet to places currently not serviced by cable and/or DSL. In addition, we provide the installation and service of CCTV camera systems, access control systems, business telephone systems, and data networks and telephone SIP trunks.

Position Summary:

The successful candidate will be responsible for the installation, maintenance, and ongoing support of our wireless broadband Internet service, CCTV camera systems, and various other network IP-enabled devices and telephone systems. Our ideal candidate will not only possess excellent customer service skills, but should also be capable of performing demanding physical work. Interest in new computer and networking technologies is a plus!

Essential Job Functions:

- install customer premise equipment, and any additional hardware required for service
- provide post-installation training to new customers
- operate and monitor network performance, and co-ordinate access and use of network resources
- troubleshoot and resolve customer support requests
- provide on-call, after-hours, support - based on a rotation
- perform equipment installation, upgrades and disconnects
- assist in maintaining adequate equipment inventory
- travel province-wide, if/when required, on service calls
- maintain, troubleshoot, and administer local area networks (LANs), wide area networks (WANs)
- maintain computer workstations and peripheral equipment
- program and install VoIP telephone equipment and maintain customer IP PBX systems

Position Qualifications:

- knowledge of Windows, Linux, and Macintosh operating systems
- advanced knowledge of network protocols (e.g., DHCP, PPPOE, and V-LAN configurations, VPN configurations, and network IP assignments)
- ability to configure routed and bridged networks
- ability to terminate data cables
- ability to communicate with customers and co-workers in a professional manner
- demonstrated manual dexterity; ability to use various power- and hand-tools
- ability to lift and carry 40 lbs, climb ladders, and work at heights
- experience in practicing safe work policies and procedures
- G-level drivers' license; clean driving abstract
- operate, and be responsible for, company service vehicle
- clear criminal record check

Please submit all resumes to service@wirelesscom.ca. Only short-listed applicants will be contacted for an interview, which will include a practical test.