

Job Description for Installation and Repair Technician

Job Category: Telecommunications

Location: Vancouver Island British Columbia and Calgary Alberta and area

Title: Installation and Repair Technician (I&R)

Status: Contractor or Employee Full Time/Part time

Relevant Work Experience: 2 + years

Education Level: Minimum Grade twelve plus NAIT/SAIT or equivalent technical Telecommunications certificate or the equivalent in experience.

Requirements: To be determined

Start Date: October/07

Job Description:

ATI Telecom International is currently hiring experienced Installation and Repair technicians with multi-service skills (including IPTV skills) and skills in providing exemplary customer service, time management, prioritization, and teamwork. Truck and major tools supplied.

Responsibilities:

The Installation, and Repair Technician is responsible for provisioning and maintaining outside plant facilities including aerial, and underground buried copper services. Technical duties will include; installing, diagnosing and maintaining facilities (POTS) including associated components such as POTS splitters, ADSL, and IPTV.

Requirements:

Candidates must have a passion for I/R work, enthusiastic and exhibit a strong desire to learn new technology and a commitment to customer service excellence. A definite asset for this position would be knowledge and experience in Telecom Installation and Repair of Data, voice and IPTV services and supporting hardware. This position involves customer contact including: progress reports, discussing

issues, and applicable charges. Candidates may be required to work shift work including evenings and weekends, dependant on customer business requirements. Must be able to work aloft with little or no direction and have the ability to organize and prioritize workload.

Qualifications:

- **High school graduate (preference given to Technology grad)**
- **Valid driver's licence**
- **Technical curiosity and ability**
- **Computer skills**
- **Passion to learn and improve performance**
- **Excellent written and verbal communications skills with commitment to delivering a positive customer experience**
- **Ability to manage a physically demanding work load**
- **Previous experience in installation , maintenance and repair in a telecom environment**
- **Knowledge and experience working with outside plant work plans an asset**
- **Ability to work with minimum supervision**
- **Able to obtain security clearance (no criminal record)**

Rewards of joining ATI Telecom International:

- **Competitive salary**
- **Excellent benefits package**
- **Training and development programs**
- **Opportunity to build a career with a growing, leading edge Company**