



Customer Service Technician - MDU
Full-time, Permanent
Burgessville/Theford, 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!

With a background in customer service and building cabling solutions, you are passionate about providing an excellent customer service experience. You are natural problem solver who enjoys identifying potential issues and implementing solutions. If you enjoy working both indoors and outdoors, and have a technician background, especially with commercial building installation experience.

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

As a Customer Service Technician - MDU, you are primarily responsible for installation and repair of our core services in targeted MDU buildings of all shapes and sizes. This includes participation in the planning, cabling and final installation over fibre optics, but may occasionally include other mediums such as coax and wireless solutions.

How you'll succeed in this role

- Completed fibre cabling and 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
- Customers will be thrilled with the quality of your work and how you engaged with them
- 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 Burgessville or Theford 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 as required
- Must have ability to work flexible hours as required 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](#) 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 in building distribution to all required units
- Working with various types of fibre splice enclosures and PON wall mount closures
- Testing fiber with the use of an OTDR
- Installation of Corning Clear Track Fiber Pathway
- Site Surveys to determine best point of entry of service cables
- Complete cabling design and installation to provide fibre services to all units, while adhering to all safety standards
- Contribution to support the creation of SOP's and documentation of as built information
- Promote and explain equipment and services by demonstration and discussion
- Maintain regular direct responsibility with customer relations for installations, repairs, and outages
- 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
- Receive technical direction from other team technicians
- Prepare plans, time sheets, repair work orders and other reports as necessary, using standard abbreviation and field or function codes
- Record all time and materials used for costs analysis and Inventory tracking
- 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
- The 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
- Fibre splicing and testing experience 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 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 Vision, Mission 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.