

POSITION TITLE: Maintenance Technician

BUSINESS: Corporate

MAINTENANCE TECHNICIAN

To many of our customers our Field Technicians are the face of Rogers. By providing exceptional service and meeting the needs of our customers our Field Technicians have an important role in building and maintaining strong customer relationships

RESPONSIBILITIES

- Knowledge of the various Access Networks in your assigned areas, the technical standards associated with operating these networks and the services carried on them.
- Proficiency in the use of the various test equipment and tools required to perform your duties and the operational processes and procedures associated with your maintenance activities.
- Expectation to know and commitment to meet our MTTR (Mean Time To Restore) targets for outages and the time frames established in the SLAs (Service Level Agreements) between Technical Operations and Engineering for completion of maintenance activities through all assigned maintenance work-orders for Outages, Service Order referrals and Directed Maintenance activities.
- Diagnosis and repair of forward and return components in the Rogers Access Network, including optical nodes, trunk and/or distribution amplifiers, power supplies, passive components, etc. which provide our Customer with access to Cable, Digital or High Speed Internet services.
- Adhere to the Rogers principals of Customer First and First Time Right.
- Respond to outages on the Access Networks as required. You must be prepared to work rotating shifts, on call rotation, and be responsible for field work during all weather conditions.
- Active involvement in upgrading your technical skills as required by the position either through SCTE, Rogers Cable College or other defined sources.
- You may be assigned service calls and/or installations based on operational requirements.
- Learn and adhere to all applicable health and safety regulations, both legislatively mandated and as outlined in company policy.
- Pay, benefits, and work schedule as per the Metro Cable Association Salary Plan.
- As this is a Metro Cable Association position, Metro Cable Association members are encouraged to apply.

QUALIFICATIONS

- Two (2) year Electronics Technology Diploma or equivalent combination of education and experience.
- Minimum five (5) years of cable television experience in a service or maintenance technician role. Related industry experience may be considered.
- Aware of and able to handle all physical aspects of the position, including but not limited to, climbing ladders, communications poles and carrying heavy equipment.
- Applicants may be required to successfully complete an examination on relevant technical material.
- Valid driver's license is required.
- Willing to work in adverse weather conditions and a rotating shift schedule required.