

POSITION TITLE: Service / Installation Technician

BUSINESS: Cable

SERVICE / INSTALLATION TECHNICIAN

The position is responsible for the installation and service of Cable Television services and products including Rogers Home Phone and High Speed Internet, in domestic dwellings, apartments and commercial buildings. Rogers Cable Technicians must maintain strong customer relations through daily contact with customers.

RESPONSIBILITIES

- Diagnose and/or correct all technical problems (Basic, Hi-Speed Internet, DTV and Home Phone) to the satisfaction of the customer and in accordance with company specifications.
- Install Cable Television services and products in accordance with established Installation Standards.
- Inform customers of enhanced company products in an effort to secure increased sales.
- Complete Company documentation pertaining to calls in accordance with the department processes and standards.
- Complete all service change requests in a timely professional manner
- Complete all assigned projects within established time parameters and standards.
- You are required to be knowledgeable of and adhere to all applicable health and safety regulations, both legislatively mandated and as outlined in company policy.
- Excellence in Execution - Strive for flawless execution in everything that we do, resulting in consistently evolving standards of higher overall performance, optimized effectiveness and value to our shareholders, customers and employees by focusing on our three KEY SUCCESS FACTORS: Accountability, Adaptability, Customer 1st.

QUALIFICATIONS

- Demonstrates behaviours, which support the Key Success Factors: Accountability, Adaptability & "Customer 1st."
- Role Competencies: Innovation/Creative Thinking; Problem-Solving/Judgement; Achievement Orientation; Listening/Understanding/Responding.
- Two year Electronic Technologist diploma is desired.
- Previous technical CATV and/or Telco experience would be an asset.
- Ability to communicate fluently in French and English would be an asset.
- Must have a valid driver's license with a safe driving record.
- Must be able to lift and move equipment (approx. 80lbs) and work on ladders/poles at heights up to 40 feet.
- Willing to work flexible shifts and schedules; days, nights and weekends.
- Willing and able to work in adverse weather conditions.
- Must have good to exceptional P.C. troubleshooting skills.
- Circuit switch and twisted pair cable knowledge would be an asset