

COVID-19 Update

SaskTel continues to be on the lookout for top talent and the health and safety of our team members and customers is a priority. At SaskTel, we are closely monitoring the COVID-19 situation and have adapted our recruitment processes to include virtual interviewing to protect the health and safety of the public and our team members. You may experience delays regarding your application but we will keep you informed of any developments that impact the timeline of the selection process. Thank you for patience. Stay Safe and Stay Connected.

Customer Service Technician (Residential & Small Business I&R)

Location: Yorkton, Saskatchewan

Position Type: Permanent Part-Time (Guaranteed 21 hours/week)

Number of Positions: 1

Wage: \$25.68 - \$34.63 (Will be based on education and experience)

Closing Date: January 19, 2022

POSITION OVERVIEW

Provides high quality customer service with the installation, maintenance, repair and removal of residential and small business customer equipment and outside plant facilities. Performs related duties.

TYPICAL DUTIES & RESPONSIBILITIES

(Not all inclusive or applicable to all assignments)

1. Coordinates, installs, maintains, removes, tests and repairs residential, rural and small business equipment and outside plant facilities.

2. Connects, splices, grounds and terminates wires in outside plant facilities, concentrators and central offices in district and sub-district locations for residential, rural and small business customers.
3. Installs, rearranges, maintains, removes, tests and repairs single line, small business, enterphone, various high speed internet services, television services, coin station equipment, wiring and associated hardware to provide service to residential, rural and small business customers. Activates wireless connections and configures computers.
4. Investigates and reports damage to outside plant facilities. Isolates and repairs rural cable troubles. Operates trenching equipment for the purpose of installing, repairing and replacing buried service wiring.
5. Investigates customer complaints pertaining to service troubles. Identifies, repairs and replaces defective and/or damaged station equipment and outside plant facilities to restore or improve service. Ensures discrepancies related to work orders, repair calls or customer accounts are brought to the attention of the responsible department.
6. Responsible to presurvey residential, rural and small business buildings for the purpose of identifying the type of wiring and amount of labour to be required.
7. Meets with property owners requiring coin station equipment installation. Responsible for site preparation, finding suitable contractors and ensuring that the work is completed in a satisfactory manner.
8. Responsible for administrative processes relating to material/stock usage and returns, time reporting, order completion, vehicles and customer billing documentation.
9. Provides training to customers as required. Identifies, assists and notifies sales department of potential sales opportunities.
10. Follows safe work practices and procedures. Takes reasonable care to protect personal health and safety and the health and safety of others in accordance with the Occupational Health and Safety Act.

QUALIFICATIONS

1. Level 30 Math OR completion of Basic Electricity, Electronics and Transmission.
2. Ability to plan and organize in a self-directed environment.
3. General knowledge of personal computers and various software applications.
4. Good verbal communication skills and the ability to deal effectively with others.
5. Valid Driver's Licence.

About SaskTel

SaskTel is the leading Information and Communications Technology (ICT) provider in Saskatchewan, with over \$1.3 billion in annual revenue and approximately 1.4 million customer connections including 639,000 wireless accesses, 289,000 wireline network accesses, 289,000 internet accesses, 114,000 maxTV subscribers, and 81,000 security monitoring customers. SaskTel and its wholly-owned subsidiaries offer a wide range of ICT products and services including competitive voice, data and Internet services, wireless data services, maxTV services, data centre services, cloud-based services, security monitoring services, advertising services, and international software and consulting services. SaskTel and its wholly-owned subsidiaries have a workforce of approximately 3,400 full-time equivalent employees (FTEs). Visit SaskTel at www.sasktel.com.

Thank you for your interest in SaskTel - we look forward to reviewing your application!