

Customer Service Technician (Data/Bus/Dist I&R)

Location: Meadow Lake, Saskatchewan

Position Type: Temporary (up to a year term)

Number of Positions: 1

Wage: \$27.24 - \$39.12 (Will be based on education and experience)

Closing Date: September 23, 2021

POSITION OVERVIEW

Provides high quality customer service with the installation, maintenance, repair and removal of customer premise equipment, outside plant facilities and switching equipment in remote or un-staffed offices. Performs related duties.

TYPICAL DUTIES & RESPONSIBILITIES

(Not all inclusive or applicable to all assignments)

1. Installs, maintains and removes residential, business and coin station equipment, wiring and associated hardware for basic telephone, multi line, key, paging, alarm systems, mobile radio, cable television, PBX/PABX (electronic or other), customer switchboards, data terminals etc.
2. Installs, maintains and removes telephone, coaxial and fibre optic cables/wiring, terminals and associated outside plant facilities including remote switch end equipment and distribution frame wiring in rural communities and sub-district location.
3. 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.
4. Investigates and reports damage to outside plant facilities. Locates and stakes buried facilities as required and/or requested.
5. Responsible for administrative processes relating to material/stock usage and returns, time reporting, order completion, vehicles and customer billing documentation.
6. Provides training to customers as required.
7. Identifies, assists and notifies sales of potential sale opportunities.
8. 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 Occupational Health and Safety Act.

QUALIFICATIONS

1. Level 30 Math with a working knowledge of Install or Inside/Outside Plant, typically gained through 2 years of experience in a related field.
2. Working knowledge of Electricity, Electronics and Theory of Transmission or completion of Basic Electricity, Electronics and Transmission.
3. Ability to plan and organize in a self-directed environment.
4. General knowledge of personal computers and various software applications.
5. Good verbal communication skills and the ability to deal effectively with others.
6. 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!