

## **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.

### **Service Technician (Customer Support Centre)**

**Location:** Regina, Saskatchewan

**Position Type:** Casual Part-Time (See information below)

**Number of Positions:** 8

**Salary:** \$25.68/hour

**Closing Date:** January 20, 2022

**Start Date:** Tentative Start Date of February 28, 2022

*\* These positions are casual part-time. You must be available to train full-time, during the day, for 4 weeks and then work casual shifting after you successfully pass your training course. Please see below for more detail on the training and shifting\**

## **POSITION OVERVIEW**

This position is located in SaskTel's Customer Support call centre located at 580 Henderson Drive in Regina.

In this role you will receive incoming calls from customers and you are the prime contact to resolve technical issues customers have with their services. You will use your technical knowledge to analyze, test and repair situations using different data applications. In some cases you will be responsible to escalate calls to the next level of support. You will create trouble tickets to document all of the reported customer issues.

You are accountable to provide a high level of customer service while resolving customer complaints or issues.

You have a chance to work with a variety of SaskTel products such as Internet, Max, home phone service and wireless services. There are a few different departments that you will work in throughout your employment as a Service Technician. Service Technicians work with external customers, internal SaskTel customers and with consumer and business customers.

These positions are of a casual part-time nature, therefore, SaskTel does not guarantee a set number of work hours per week. Hours are scheduled according to business needs and currently average 24 hours per week. Hours of operation: Monday to Sunday 7:00am to 11:00pm.

#### **POSITION REQUIREMENTS**

1. Diploma/Certificate in computer networking OR Certificate in Business Administration (with Computer Science classes) OR thorough knowledge of internet/networking support, typically gained with three years of experience in a related field.
2. Thorough knowledge and experience with DOS/Windows personal computers from both a hardware and software perspective.
3. Working knowledge and experience with MacIntosh personal computers from both a hardware and software perspective.
4. Working knowledge of the Internet.
5. Excellent analytical and problem solving skills.
6. Good communications skills, both verbal and written, and the ability to deal effectively with others.
7. Keyboarding skills 20 wpm.
8. General knowledge of SaskTel's IP environment.
9. Successful completion of prescribed training courses.

## **WORKING CONDITIONS**

- Flexibility required to work in a continually changing environment.
- Responds to demand for immediate assistance while dealing with multiple priorities daily.
- Overtime may be requested.
- Queue environment.
- Shift work as per Collective Agreement.
- Complies with all safety, health and environmental policies, programs, and standards at all times.

## **Hours of Work**

This is classified as a casual - part time position which means that SaskTel cannot guarantee a set number of hours per week. Hours are scheduled according to business needs and our department is open 7 days a week, 365 days a year for our customers. Our Service Technicians currently average 24 hours per week. Hours of operation: Monday to Sunday 7:00am to 11:00pm.

This is a unionized position and you will become a member of Unifor once you commence employment. Positions that are of a more permanent nature (permanent part-time, permanent full-time) are awarded based on seniority and qualifications.

## **Training**

Although you will be working various shifts in this position, the training is very structured. Training will start on your first day of employment and will cover orientation, SaskTel specific systems training as well as technical training. Passing the training program is a condition of your employment.

**You must be available to train full-time during the day for the first 4 weeks of your employment. You can expect to train from 8:00 AM - 4:45 PM Monday to Friday. This**

is fully paid training and you must be available to attend 100% of the training.

## **Shifting**

The Customer Support Center area operates 7 days a week, 7:00am to 11:00pm. Service Technicians are shifted 7 days per week and have various start times. Our shifts vary in length and you can work day shifts, evening shifts and night shifts in this role. Ideal candidates will be expected to be flexible in their working availability.

There are two types of working shifts. One shift is a scheduled shift where these will be released 4 weeks prior to the shift. The other type of shifting is a day-of call-in shift where we would call you in to work the same day. It is an expectation of SaskTel that you would accept nearly 100% of your scheduled shifts as well as at least 80% of the day-of call-ins.

## **Selection Process for SaskTel Service Technician Positions**

- Please check your email frequently as this will be a primary method of contact.
- When you are shortlisted for this position you will be emailed the following online testing to the email address you provide in your application: (1) Service Technician Assessment; (2) Spelling/grammar and comprehension assessment; (3) Typing test. These tests will take approximately 1.5 - 2 hours to complete. Please have this testing done within 48 hours.
- Our online testing is administered through our testing company called CEB. The first measures fundamental internet skills. The second test measures your spelling/grammar accuracy and ability to comprehend information. The third is a typing test where we require a minimum of 20 wpm.
- You will be contacted via email or phone to discuss the outcome of your online testing.
- Depending on how many people pass the online testing, you may be called to complete a telephone pre-screening with a member of our staffing team.
- If you pass the pre-screening, you may be selected for a virtual interview with the managers.

- You will need to provide workplace supervisory references if you are invited to this stage in the selection process. Please note we require you to provide email addresses for your references.
- If you are offered a position, an acceptable criminal record check is a condition of employment at SaskTel.

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