



## CityWest Technician Job Description

### **Nature of Work**

The technician is responsible for the installation, repair and maintenance of residential and business services.

### **Principle Accountabilities**

- Responsible for the installation, repair and maintenance of CityWest outside plant services
- Detect, diagnose and correct problems affecting the services provided to our customers
- Construct, install, repair and maintain any related equipment in aerial and underground applications
- Installation and disconnection residential and commercial services
- Operate test equipment related to the maintenance of all systems
- Maintain accurate system records and documentation for all work orders
- Ensure vehicle, test equipment and tools are maintained in excellent condition
- Must be comfortable working at varying heights with proper use of 32ft ladder
- Must be comfortable lifting a maximum of 25kg.
- Promote a positive image of CityWest and our products and services
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### **Required Education**

- Grade 12 or equivalent

### **Qualifications and Experience**

- Grade 12 or equivalent
- Valid BC Driver's license; must provide drivers abstract
- 3-5 years' experience as Technician in the telecommunications field or equivalent level of relevant experience
- Understanding of installation procedures for TV, phone and internet
- Must be comfortable working at varying heights with proper use of ladders
- Experience pole climbing is an asset
- Competent trouble shooting skills in CityWest products and services
- Team player with excellent written and verbal communication skills
- A positive "can do" attitude and customer focused approach
- Must be able to travel to other systems if required

### **Skills and Competencies:**

- Interpersonal and communication skills
- Effective organizational, time management and prioritization
- Commitment to on-going professional development

Please note that interviews and assessments may be required to determine skills and qualifications for the position. Please submit a cover letter, resume or a CityWest Internal Application to the attention of Human Resources at City West, 248-3<sup>rd</sup> Avenue West, Prince Rupert, B.C. or by email to [recruitment@cwct.ca](mailto:recruitment@cwct.ca)