



Business Services Technician Permanent Full-Time – Smithers

Position: Business Services Technician – Permanent Full-Time - Smithers
Hours of Work: As per IBEW 213 Collective Agreement – Hours of Work 7.01 (a), 7.02 (a), (b), (c) - (Five-day 8 hour schedule)
Salary: As per IBEW 213 Collective Agreement – Wage Scale - Technician
Reports To: Senior Outside Plant Manager

Nature of Work:

The successful candidate will work closely with the business services department to provide an exemplary customer service experience when representing CityWest and their values. Daily tasks will consist primarily of supporting business technologies such as fiber circuits, internet, non-hosted and hosted PBX systems, POS systems, wireless networks including installation & diagnosis of both CityWest and Subscriber Equipment. As an employee, you will also support residential installation and repair when the company deems it necessary. Travel will be required at any given time as the work you will be required to carry out can be spread over many locations. You will be relied upon for impeccable documentation to support project management staff in creating historically accurate reference material. Based on the services we provide our subscribers we often undertake network maintenance & upgrades between the hours of 12:00am and 5:00am which you may at times be asked to participate in. Due to the nature of this position occasional work on weekends may be required.

Principal Accountabilities:

- Installation, Programming and Repair of all business-related equipment, services, and associated software.
- Education of business subscribers on CityWest services and equipment.
- Document & update all business records accurately.
- Assist the Business Services Team with records of all installations/repairs which are billable.
- Installation/Diagnosis/Repair of any ethernet or twisted pair cabling or equipment.
- Assist the Marketing Department in the marketing and sales of all business systems/services/equipment.
- Residential Installation/Repairs based on business needs.
- DMS 100 changes/troubleshooting.
- Meta Switch Installs/Repairs/Monitoring Business Applications.
- Other duties as assigned.

Required Education

- Grade 12 or equivalent.
- Excellent organizational/problem solving.
- Knowledge of various pc operating systems.
- TCP/IP networking and packet analysis.
- Fiber/PBX/IPTV/VOIP experience.
- Knowledge of Legacy phone systems.
- CompTIA A+ Certification.
- Confined spaces/aerial Safety.
- Extensive Wireless network installation/design/diagnosis.
- Applied OTDR verification/diagnosis/repair of Fiber Circuits.
- Safely lift 20 kg occasionally.

Qualifications and Experience

- Valid BC Class 5 or better Driver's license with clean drivers abstract.
- Post secondary training in electronics or telecommunications preferred.



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- Equivalent 5 years experience working in the business sector of the telecommunications industry.
- Advanced knowledge of the TCP/IP stack, including packet captures and diagnostic.
- Network+, JNCIA-Junos or CCNA Voice certifications preferred.
- Strong working knowledge with computers and workstations is essential and must be proven within the probationary period.
- References must confirm an ability to communicate effectively with the public and staff in a tactful and courteous manner, maintaining confidentiality.
- Must be motivated and capable of working in a stressful environment. Must be bondable.

Please note that interviews may be required to determine skills and qualifications for the position. Please submit a cover letter and resume and an internal CityWest Application in confidence to the attention of Human Resources by email to recruitment@cwct.ca