

TELECO Job Description

Position Title: Information Systems Technician

Position Reports To: IT Manager

SUMMARY OF POSITION:

Working under general supervision, the Information Systems technician supports **TELECO**'s operations by providing technical support and assistance for all IT issues for customers and employees focusing on providing the best customer experience.

KEY ACCOUNTABILITIES/ MAJOR JOB FUNCTIONS:

- Work with customers to provide them with the highest level of customer service
- Provide detailed time logs on work performed
- Communicate with the customer about the work being performed and recommend improvements when needed
- Maintain records of customer site environments
- Provide general to advanced troubleshooting for computer hardware, software and phone related issues
- Maintain service order/ticket creation/retrieval to ensure accountability and accurate follow up and escalate as necessary
- Work in tandem with various vendors on new and existing system support and opportunities
- Provide IT support for **TELECO** and employees for customer engineering and/or service related duties.
- Assist with IT projects
- Communicate progress and complete all courses required and paid for by **TELECO**
- Troubleshooting issues in a timely manner
- Ensure technology is equipped with the latest hardware and software and is accessible
- Performing any other IT related duties during working hours and when necessary sometimes after hour work

QUALIFICATIONS/ REQUIREMENTS:

- Knowledge of local and wide area networks is required
- Knowledge and experience with networking including routing, VLANs, VPNs, OSI model, NAT, firewalls, and networking protocols is an asset.
- Linux Administration and experience an asset
- Mikrotik hardware and software experience an asset
- Experience and knowledge of Windows Active Domain environment is an asset.
- Experience and knowledge to troubleshoot and install printers and other peripherals is an asset.

- Knowledge and experience with SIP is an asset
- Installing and troubleshooting hardware and software in a Windows and Linux environment is an asset.
- Determining and installing appropriate security and privacy measures
- Ability to apply subject matter knowledge to resolve general support issues
- Acts as a team member by providing information and support to all team members
- Able to exchange accurate information with clients and fellow co-workers
- Ability to listen and communicate with both technical and non-technical personnel
- Read and comprehend technical and training manuals, as well as handouts
- Work under pressure and withstand moderate amounts of stress
- Demonstrate ability to recognize and react to situations with a sense of urgency and problem ownership
- Valid Driver's License, basic tools and vehicle required
- Criminal Record Check required
- Required to be on call for in-house IT support and customer IT support
- Ability to follow and comply to **TELECO's** Health and Safety Policy and Procedures
- Ability to work out of town for short and/or long durations
- Ability to travel to customer sites
- Ability to complete elevated work with extended reach.
- Ability to occasionally lift (up to 50 lbs) and carry items including up a flight of stairs.
- Ability to knee/crouch for 5 minute durations.
- Ability to distinguish between shades of color.
- Ability to climb and use safely scaffolds, lifts and ladders.
- Ability to work in confined spaces.
- Ability to understand the meanings of words and respond effectively.
- Requires adaptability, analyzing, assessing, calculating, decision making, dependability, good judgment, reading, memorizing, social skills, speaking, stress control and writing.

CERTIFICATIONS:

- Required safety training will be provided
- Structured Cabling certification training an asset but can also be provided.

PERFORMANCE EXPECTATIONS/ JOB OBJECTIVES:

- To provide superior customer service, following the '**TELECO**' way
- To complete the required amount of work on a daily basis
- To work at a rate of speed and accuracy in accordance with agreed standards
- To complete the required work in accordance with scheduled deadlines
- To master the skills and obtain the knowledge necessary to complete your work
- To minimize mistakes and make efforts to learn from them in order to improve
- To anticipate problems and suggest ways to improve efficiency
- To be where you are supposed to be when you are suppose to be there
- To work safely and not take risks
- To report unsafe conditions

- To wear the right safety equipment for the job
- To ask about any concerns regarding health and safety

CORE COMPETENCIES:

- Customer-focused
- Team-oriented
- Problem solver
- Organized
- Strong communicator
- Committed