

Job Title: Technician - Advanced, Business Technician I, Unifor Company Wide (Req 302412)

Job Title: Technician - Advanced, Business Technician I (Data, Mega, LAN), Wage schedule B

Job location address: 469 Coventry Rd, Ottawa (Ontario)

Job status: Regular Part-Time

Number of openings: 1

Name and description of the hiring department:

The Field and Network Services team at Bell Canada is responsible for delivering services to Residential and Bell Business Market customers and maintaining Bell's core network.

Job Duties / Accountabilities:

- Deliver services to Bell Business Market customers at the level of installing and repairing network systems and applications (application servers, switches, routers and other network equipment) for business customers
- Implement, upgrade, perform preventive maintenance and repair in the event of an outage for the router and switch systems of our large business customers
- Independently coordinate activities surrounding the installation of new products and services, in close collaboration with the Sales teams and in keeping with the team's mandate, to ensure excellent customer service
- Perform maintenance and upgrades on operating software and hardware
- Escalate any event beyond his control to the support teams
- Ensure adherence to each customer's maintenance agreement
- Manage Service Level commitments to our customers
- Maintain relations with customers and various groups within Bell Canada

As necessary, agree to undergo a background security check to meet a customer's clearance requirement.

The technician may also be assigned to customer on site.

Essential Qualifications / Competencies:

- Candidates who are part of the Craft and Services bargaining unit must have;
 - A college diploma in electronics or telecommunications, or equivalent work experience
- Candidates from outside the Craft and Services bargaining unit must have:
 - A college diploma in electronics or telecommunications, or equivalent work experience
 - A minimum of a high school diploma
- Fluent in English (Ontario)
- Hold a valid driver's license - Class G or G2 (Ontario)
- Possess good manual dexterity and able to work with different hand tools
- Capable to climb telephone poles and/or climb and carry ladders
- Capable to kneel and bend and work in areas with restricted movement

- Capable of differentiating coloured wires (colour code)
- Capable to safely execute all functions/aspects of the job and meet all safety requirements associated with the work equipment
- Intermediate knowledge of the outside plant, telecom equipment, and telecom network
- Intermediate knowledge with the following products:
 - routers
 - switches
 - firewall internet security
 - wireless technology
- Basic knowledge of LAN and WAN network design ISO layers, security solutions, VPN, wireless and VOIP
- Basic knowledge of VMWARE and IBM, HP server products
- Intermediate knowledge of traditional core data technologies such as DS0, DS1, DS3 transmission
- Ability to act with a focus on customer satisfaction
- Ability to communicate clearly and concisely, both orally and in writing
- Analytical thinking and problem solving abilities

Working Conditions:

The candidate must be able to work outdoors in various weather conditions and may be called upon to work variable schedules according to business needs (schedules within a given day are prepared by the Company with due consideration to seniority), to participate in a standby program and work overtime as needed. Available and flexible to work days, evenings, nights, weekends, and statutory holidays as needed.

Note that many working conditions are subject to terms outlined in the collective agreement.

Bilingualism is an asset (English and French)

Additional Information:

Position Type: Union

Job Status: Regular - Part time

Position Level: Unifor - Craft Services

Job Location: Canada : Ontario : Ottawa

Contact Name: Antonella lasenza

Application Deadline: 08/04/2021

Please apply directly online to be considered for this role. Applications through email will not be accepted.