

## **JOB DESCRIPTION**

**Job Title:** Telecom Support and Cabling Contractor

**Department:** Service and Support

**Reports to:** Service Manager



### **ABOUT THE ROLE**

You would be providing additional onsite Telecom and Cabling support in the GVRD for our Telecom and IT team.

### **ABOUT SCOUT TECHNOLOGY GUIDES**

Scout is a strong, growing, provider of outsourced Managed IT and Telephony Services and Support. Driven by our purpose of "Simplifying lives," we seek to build a legacy defined by a team that exemplifies strong values, servant hearts, and successful clients.

Our core values of "Serve, Connect, Own, Understand and Trust" motivate and frame everything that we do, and as such, we are happy to support our local community by volunteering at the Gateway of Hope soup kitchen on a regular basis.

We also believe that a positive workplace correlates to a productive workplace, so we have regular team building events such as annual camping trips, Christmas parties, summer events and more. This is a fun and energetic team of professionals who enjoy building on our existing efficiencies. Our team will have just as much of a say in any new hires as team chemistry and culture is a crucial aspect of Scout's success.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Onsite support and troubleshooting of various phone system platforms in the GVRD and the Fraser Valley
- Network and Telecom cabling run installation, termination, testing and repair
- Physical mounting/installation of any telecom or network related hardware, ie. Wall mount rack, relay rack, cabinet, bix frame, wireless access point, cellular booster, etc.
- Assisting with installation and migration of phone systems
- Communicate with customers while onsite, keeping them informed of incident progress and notifying Scout of impending changes or agreed outage
- Entering all time and expenses in ConnectWise as they occur
- Understand processes in ConnectWise by completing basic training materials through the ConnectWise University.

### **ADDITIONAL DUTIES AND RESPONSIBILITIES**

- Troubleshoot network, internet and VOIP related issues
- Improve customer service, perception, and satisfaction
- Ensure fast turnaround of customer requests
- Work in a team and communicate effectively
- Escalate service requests that cannot be scheduled within agreed service levels

### **REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required.

#### **Must have skills:**

- Excellent written and verbal communication skills, to ensure positive customer experience.

- Strong troubleshooting skills and ability to evaluate and manage changes, understanding their impact to systems, business and users
- 5 years industry experience
- Valid BC Drivers' License
- Valid WorkSafe Certification
- Service Vehicle with valid Insurance and trade tools (including safety gear as outlined by WorkSafe BC)
- Knowledge of proper cabling of Cat3 Cat 5e & Cat6 terminated to 568-A & 568-B Wiring Standard
- Basic knowledge of Avaya, NEC, 3CX and Samsung phone systems
- Ability to deliver outstanding customer service, demonstrate professionalism while maintaining composure in stressful situations

Desired skills:

- Typing skills to ensure quick and accurate entry of service request details
- Must be able to work well with stringent deadlines and possess good organizational skills
- Must be detail-oriented with a strong work ethic focused on providing a positive customer experience

#### **COMPENSATION**

- \$40/h rate, invoiced by contractor
- .45 cents per KM travelled reimbursement
- Cabling incidentals to be stocked by contractor and reimbursed through expense submission process

#### **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

This job operates in professional office environments, buildings under construction, and warehouses. The physical demands described in the duties here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand, walk, and/or crawl, use scissor lifts, ladders, stairs, and lift up to 40kg.