



EMPLOYMENT OPPORTUNITY MISSISSAUGAS OF ALDERVILLE FIRST NATION

Installer Technician Start-up Wireless Internet Service Provider Company

Job Scope:

Alderville First Nation has been working on a project to establish a Wireless Internet Service Provider that will provide service to the community of Alderville First Nation and the surrounding area. As a result of recently acquired funding, we are proud to introduce Rice Lake Wireless to Ontario.

This role will consist of two main objectives:

- Providing excellent installation service availability and performance
- Maintaining computer communication networks for Rice Lake Wireless subscribers and technical support services on core equipment

The Installer Technician is responsible for installing and maintaining subscriber side equipment and ensuring that networks are running smoothly and identifies where upgrades may be needed for the network to provide maximum performance.

This position will report to the Director who will oversee operations for the current and future phases of this project. The Installer Technician is required to ensure the duties outlined below are fulfilled in a timely, co-operative, and professional manner.

Duties and responsibilities:

- Install networks components at subscriber sites.
- Set up user accounts and passwords.
- Monitor network usage and security.
- Ensure Client connections are running smoothly.
- Troubleshoot and restore systems after crashes.
- Retrieve forgotten passwords.
- Undertake routine preventative measures and implement, maintain and monitor network security.
- Ensure systems comply with industry standards.
- Document network problems.
- Support network and computing infrastructure.
- Install and maintain network services, equipment, and various devices.
- Advises customers on technical matters and recommends appropriate service offerings and/or configurations.
- Solicits information about service needs from customers.
- Troubleshoot client issues. Follow up with customers to ensure issue has been resolved.
- Maintain inventory of service vehicle and notify of supplies that are running low and need replenishing
- Maintain customer information and equipment documentation
- Follow provided service schedule
- Communicate with supervisors throughout the day in order to provide status updates.
- Provide reliable transportation

Qualifications:

- Must have min. 3 years of experience in an installer technician role, along with excellent time management, multi-tasking skills and self-motivation; experience of network monitoring tools and protocols (Ubiquiti experience is an asset)
- Post-secondary education in the IT sector and/ or telecommunications help desk experience is an asset
- Willingness to learn and develop new skills
- 'Can do' attitude; flexible and adaptable approach to problem solving
- Must have strong network and systems diagnostics skills
- Proven skills in strong and clear communication (both written and verbal) and interpersonal skills
- Ability to assess situations, prioritize, respond, and escalate accordingly
- Knowledge of working in a First Nation environment is an asset
- Must have Valid Glass G driver's license and access to own reliable transportation (for call-outs as needed)
- Must be bondable
- Must be willing to provide Criminal Reference Check and Vulnerable Sector Search upon conditional offer

Deadline to apply: Friday, November 16th, 2017 at 4:00pm (Late applications will not be accepted).

Applications can be delivered to the reception of Alderville First Nation Administration Office. Submissions must include a cover letter, resume along with three work related references and/or letters of reference. Electronic submissions should be sent as ONE document with YOUR NAME within the file name.

Alderville First Nation
11696 Second Line Road P.O. Box 46
Roseneath, ON K0K 2X0
ATTN: **Khadej Fall**

Faxed applications to (905) 352-3242
Emailed applications to **hr@ricelakewireless.ca**
Hand deliver or mail to address listed above – *RE:*
Installer Technician

*We thank all who apply; however, only those selected for an interview will be contacted.
Chief and Council retain the right to make the final decision on the selection of the successful candidate.*