

## Field Technician

Waterloo Wireless Inc., a leading provider of wireless internet services in Southwestern Ontario, is seeking a detail oriented, technically proficient individual to join our team as a Field Technician.

The successful candidate will maintain a high quality of service and ensure that the Waterloo Wireless brand continues to have a positive impact on our customer base.

### Position Responsibilities:

- Installation, termination and testing of network cabling
- Perform and document effective/efficient problem analysis
- Work as liaison with vendors, customers and partners
- Timely troubleshooting, diagnosis and prompt repair of equipment (hardware and software) to ensure service levels are maintained or exceeded
- Other duties as required

### Requirements:

- Must have knowledge of routers and network routing
- Demonstrated investigative, problem-solving, analysis and troubleshooting skills
- Strong interpersonal and communication (verbal and written) skills
- Proven ability to work in a fast-paced environment with shifting priorities – and maintain quality of work
- Ability to work with minimal supervision
- Ability to work at heights
- Ability to work outdoors in all seasons
- Strong customer focus
- Must be bondable
- Must have a valid driver's license and a clean driving abstract

Interested candidates are invited to submit a resume and cover letter to [careers@waterloowireless.com](mailto:careers@waterloowireless.com). Only those selected for an interview will be contacted.