



Prairie View Municipality

EMPLOYMENT OPPORTUNITY FULL TIME PERMANENT

Prairie View is seeking applications from motivated individuals to join our team as an **Internet Field Technician**. The successful candidates will play a critical role in ensuring the smooth operation of our network infrastructure and delivering exceptional customer service. You will be responsible for troubleshooting internet connectivity issues, installing and maintaining network equipment, and assisting customers with technical inquiries. This role also involves working outdoors in various weather conditions and may require tasks such as climbing ladders and installing equipment on rooftops.

Key Responsibilities:

- Install, configure, and maintain broadband internet equipment, including routers, switches, wireless subscriber modules and access points.
- Respond to customer inquiries and provide technical assistance via phone, email, or in-person visits.
- Troubleshoot and resolve internet connectivity issues, ensuring minimal downtime for customers.
- Educate customers on using and optimizing their internet service.
- Conduct routine maintenance and upgrades on network infrastructure to enhance performance and reliability.
- Maintain accurate records of service calls, maintenance tasks, and network configurations.
- Document network configurations, IP addressing schemes, and security protocols.
- Conduct speed tests and network performance assessments to identify and resolve performance bottlenecks.
- Research and recommend network equipment upgrades and new solutions
- Manage inventory, returning faulty units, and assisting in conducting quarterly inventory counts.
- Collaborate effectively with other team members and share valuable information across the organization.
- Operate and maintain a company vehicle in a responsible manner.
- Adhere to all Prairie View's procedures and protocols.

Qualifications & Experience:

- Strong computer and networking skills, and the ability to troubleshoot basic internet connectivity issues.
- Outstanding communication and customer service skills.
- Excellent problem-solving and troubleshooting skills.
- Must have a valid class 5 license.

- Strong time management skills.
- Requires that the individual to be motivated, self-disciplined, and able to work on their own or closely with other team members.
- Strong knowledge of Network Protocols, TCP/IP, DHCP, and DNS.
- Familiarity with VLANs, subnetting, wireless network setup and security protocols, or willing to be trained.
- Completed post-secondary education in a related technology field or possess relevant work experience is and asset.
- Relevant certifications such as CompTIA Network+ or Cisco CCNA are a plus.

Prairie View Municipality offers a comprehensive benefits package and starting salary of \$55,000. Salary will be dependent on experience.

Please forward your resume to the undersigned by 4:30 p.m. April 17, 2024.

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