



Installer

POSITION OVERVIEW

Commstream is a fast growing and reliable company offering affordable high-speed internet and digital TV in rural Manitoba. We give rural communities the best speeds for their dollar, a value only matched by our impeccable customer service. We strive to deliver bandwidth and connectivity to underserved regions, bringing rural and remote communities closer; ultimately connecting our great province.

As a member of a technical team, the Installer will be responsible for providing superior customer service to our **Western Manitoba** customers. You will be responsible to perform cable television installations and repair work in order to provide quality and reliable service to subscribers on a consistent basis. Commstream provides in-house technical; safety and service training which will increase with experience to ensure our Installers are set up for success.

DUTIES & RESPONSIBILITIES

- Installing and servicing cable television and wireless internet systems and products for Commstream customers
- Analyzing work orders, planning daily travel schedule, investigating complaints, conducting tests and resolving problems
- Studying requirements, ordering and gathering components and parts, completing installation and performing quality tests
- Maintaining rapport with customers by examining complaints, identifying solutions, suggesting improved methods and techniques, recommending system improvements
- Keeping personal equipment operating and in good repair by following standards, troubleshooting breakdowns, maintaining supplies and performing maintenance
- Document service and installation actions by work orders, reports, logs and records
- Understanding of cable wiring and equipment used in cable distribution
- Installing, analyzing and correcting problems in residential commercial and multi-dwelling unit wiring
- Maintaining customer confidence by keeping customer information confidential
- Demonstrate knowledge and proper use of test equipment

EXPERIENCE & QUALIFICATIONS

- Electronics troubleshooting, analyzing information, equipment maintenance, reporting skills, confidentiality, quality focus, results driven, supply management
- Customer service experience
- Knowledge of basic CATV theory, telecommunications and infrastructure technologies considered an asset

- Valid driver's license with satisfactory driving record (drivers abstract will be requested)
- Satisfactory criminal background check

SKILLS, EFFORTS & ATTRIBUTES

The ideal candidate is a professional, customer-orientated individual who has strong problem-solving skills, technical aptitude and enjoys working in a fast-paced customer facing work environment.

WORKING CONDITIONS

- Travel via company vehicle
- Work rotating shifts, including nights and weekends, holidays and emergency situations
- Work overtime when required
- Work in an on-call situation.
- Work in inclement weather conditions (including heat, snow, rain & cold)
- Lift, push and pull up to 90 lbs.
- Kneel, crouch and work above shoulders on occasion