



JOIN OUR TEAM!

Consumer Devices & Products Analyst – Brandon, MB

WESTMAN COMMUNICATIONS GROUP is seeking applications from energetic, highly motivated individuals to become part of our team. Westman is a successful, fast-paced and dynamic organization, with a positive, team-oriented work environment. We offer competitive compensation including a comprehensive and unique benefits package. Leverage your knowledge with a local technology leader.

Based in Brandon, the Consumer Device and Products Analyst will be responsible for managing the lifecycle of Client Premises Equipment (CPE) devices, including Cable modems, ONT's, routers, WIFI, Video and Telephony equipment. The incumbent is expected to have a basic level of knowledge for networks providing triple play services to residential and business customers. These devices will include all CPE used to provide voice, video, and data/internet services.

What you'll do:

- Accountable for the lifecycle management of all CPE devices
- Collaborate with cross-functional teams to identify devices requirements and features, while building consensus and advocating for solutions that balance the consumer and business needs of new products.
- Contribute to the development and maintenance of product related documents, including support and product specifications, test plans as well as marketing collateral
- Perform CPE and system integration testing and evaluation protocols
- Coordinate the evaluation, development, implementation and deployment of new platforms and features
- Collaborate with vendors on firmware releases, issue resolutions and new product launches
- Executing CPE firmware adoption controls, process and implementation
- Develop and deliver training sessions on CPE products to team members.
- Develop technical documentation for all CPE devices

What you'll bring:

- Bachelor's degree or diploma in computer science, information systems, or a related field with 1+ years of experience in a network services including direct experience in CPE configuration, testing or troubleshooting.
- Strong interpersonal skills; ability to determine and ask probing follow up questions.
- Proven experience in diagnostic, problem solving and analytical assessments.
- Proven experience in developing and writing policies, standardized process documents/manuals, and analytical reports
- Experience with applying statistical analysis to quantitative and qualitative data
- Strong attention to detail with proven analytical thinking, planning, prioritization, and execution skills to deliver technical solutions.
- Excellent verbal communication and technical writing skills

As an equal-opportunity employer, we encourage applications from all qualified individuals. While we thank each applicant for their interest, only selected candidates will be contacted.

Deadline for applications: NOON on Friday, April 23, 2021.

Apply today to join our team at <https://westmancom.com/careers>

and begin your exciting career journey with us!



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1906 Park Avenue • Brandon Manitoba • R7B 0R9