



JOIN OUR TEAM!

CPE DEPLOYMENT ANALYST (BRANDON, MB)

WESTMAN COMMUNICATIONS GROUP (Westman) is seeking applications from energetic, highly motivated individuals to become part of our growing team!

Westman is an industry-leading communications provider based in Brandon MB, offering residential and commercial High-Speed Internet, Digital TV, and Phone services in communities across Manitoba. Westman also owns and operates radio stations Q Country 91.5 FM and 94.7 STAR FM, which broadcast throughout southwestern Manitoba. Established in 1977, as a locally owned and operated cooperative, Westman is dedicated to delivering competitive and innovative services, providing an exceptional member experience, and supporting the communities we serve. Westman empowers our team members to be innovative, team-oriented, community-based, and customer-focused, championing a culture centered around strong values.

Based in Brandon and reporting to the Team Lead, Network Services this position is responsible for the lifecycle management of all Customer Premise Equipment (CPE) hardware including preparation for subscriber provisioning, activation, deactivation, testing, updating, documenting, resetting, and cleaning/disposing. The CPE Deployment Analyst is also responsible for documenting the end-to-end lifecycle process for all CPE devices and will work closely with various internal departments to ensure the most effective CPE management tools and methodologies are in place.

What you'll do:

- Perform all CPE lifecycle provisioning and resets while working to develop, define, and implement fully automated processes
- Collaborate with internal teams on implementing the overall CPE lifecycle process
- Develop, implement, and properly manage/monitor the process for CPE deployment
- Work within a team to develop individual platform procedures and technologies to improve the overall device management process
- Track and maintain inventory levels based on forecasts and predefined requirements
- Follow warehouse and inventory control policy and procedure and provide recommendations for improved CPE inventory controls
- Ensure systems are in place to prepare inventory for assignment to Installation Technicians for work orders and vehicle restocking

What you'll bring to the team:

- Minimum Grade 12 education
- Experience with Perl, PHP, other scripting languages, automation & scripting software, and/or cable modems from Hitron and Arris is considered an asset
- Previous warehouse experience is considered an asset
- Experience with material handling of equipment via use of Carts, Pallet Jacks and lift devices as required
- Familiarity with productivity tools (Word, Excel, CSG, Oracle/Netsuite inventory control software, Quickbase, CPE testing programs)
- Knowledge of fibre termination devices (ONT) and Android TV set-top boxes
- Understanding of home & business Wi-Fi technologies and hardware, along with TR-069, TR369, and SNMP methodologies
- Exceptional oral and written communication and interpersonal skills with the ability to work within a team
- Superior troubleshooting, analytical, time management, and organizational skills
- Valid driver's license and certification in Emergency First Aid required

DEADLINE FOR APPLICATIONS: This position is open until filled.

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.

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.

Apply today to join our team at <https://westmancom.com/careers>
and start your exciting career journey with us!

