



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:
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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/05

Connected Home Technician

Job ID	225050-en_US-8097
Web Address	https://careers.indigenous.link/viewjob?jobname=225050-en_US-8097
Company	Rogers
Location	Ottawa, ON
Date Posted	From: 2022-01-24 To: 2050-01-01
Job	Type: Full-time Category: Telecommunications

Description

At Rogers, we connect Canadians to a world of possibilities and the memorable moments that matter most in their lives. Every day we wake up with one purpose in mind. To bring loved ones together from across the globe. To connect people to each other and the world around them. To help an entrepreneur realize their dream. A sports fan celebrate a special moment. Because we believe connections unite us, possibilities fuel us, and moments define us. As we grow our team, the well-being of our team members remains our top priority. To ensure the health and safety of our team members, including those in the recruitment process, our team members are working from home, and are equipped to do so safely and efficiently.

Responsibilities Include:

- Diagnose and/or correct all technical problems to the satisfaction of our residential and business customers and in accordance with company specifications.
- Reconnect/disconnect equipment and/or services as per company standards and procedures.
- Ensure that communication with customers, other departments and peers is done in a professional manner.
- Maintain strong customer relations through daily contact with customers.
- Install new services, extra outlets and equipment in domestic dwellings, apartments and commercial buildings.
- Complete installation work. (e.g., rewires, fishing, drop replacements)
- Promote and sell company services.
- Complete accurate documentation pertaining to installations, service and sales activity.
- Assist Managers in reducing departmental costs through efficiencies and improved productivity.
- Learn and adhere to all applicable Health & Safety regulations, both legislatively mandated, and as outlined in company policy.
- Adhere to the Rogers' principals of Customer First and First Time Right.
- Active involvement in upgrading your technical skills as required by the position either through SCTE, Rogers Technical Training or other defined sources.
- Meet and exceed all performance metrics assigned and measured by the company.
- All other duties as assigned.
- Understand and follow the HES terms and conditions.
- Pay, benefits, and work schedule as per the Grand River Technical Employees Association Salary Plan.

As this is a Grand River Technical Employees Association position, Grand River Association members are encouraged to apply.

Qualifications:

- Minimum grade 12 education.
- Must possess a valid driver's license, with a safe driving record.
- A+ Certification with Apple Mac experience required (or equivalent PC skills).
- Electronics Technician Certificate or Diploma would be a definite asset.
- Minimum two years Cable TV experience or equivalent experience from a related industry.
- Knowledge and experience with Smart Home Monitoring is an asset.
- Must have experience in PC repairs and good to exceptional P.C. troubleshooting skills.
- Must have experience with all Windows and Mac operating systems.
- Must have experience with TCP/IP protocols and NIC Installations.
- Must be able to handle all physical aspects of the job, which include lifting/moving heavy equipment (approx. 80 lbs) and climbing ladders/poles at heights up to 40 feet.
- Excellent communication and problem-solving skills coupled with excellent customer service skills.
- Ability to work shifts, weekends, and overtime, as required.
- Must be willing to work in adverse weather conditions.
- Previous sales experience would be an asset.
- Circuit switch and twisted pair cable knowledge would be an asset.

Applicants must meet or exceed all performance expectations in their current role.

As a condition of hire, all new employees will be required to provide proof of vaccinations against COVID 19. Any request for an exception under Human Rights legislation must be supported by evidence to be considered by Rogers on a case by case basis.

Please click [here](https://performancemanager4.successfactors.com/RCI/Medical_Exemptions_to_Covid_19_Vaccination_EN.pdf) to review conditions that may qualify for medical exemption to the COVID-19 vaccine.

Schedule: Full time
Shift: Day
Length of Contract: No Selection
Work Location: 475 Richmond Rd. (100), Ottawa, ON
Travel Requirements: Up to 75%
Posting Category/Function: Field Operations & Installation
Requisition ID: 225050

Together, we make more possible, and these six shared values guide and define our work:

- Our people are at the heart of our success.
- Our customers come first. They inspire everything we do.
- We do what's right, each and every day.
- We believe in the power of new ideas.
- We work as one team, with one vision.
- We give back to our communities and protect our environment.

What makes us different makes us stronger. Rogers has a strong commitment to diversity and inclusion. Everyone who applies for a job will be considered. We recognize the business value in creating a workplace where each team member has the tools to reach their full potential. At Rogers, we value the insights and innovation that diverse teams bring to work. We work with our candidates with disabilities throughout the recruitment process to ensure that they have what they need to be at their best. Please reach out to our recruiters and hiring managers to begin a conversation about how we can ensure that you deliver your best work. You matter to us! For any questions, please visit the [FAQ](https://performancemanager4.successfactors.com/RCI/Rogers_Recruitment_FAQ.pdf).

Posting Notes: Corporate

For more information, visit [Rogers for Connected Home Technician](#)