



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.

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Job Board Posting



Careers.Indigenous.Link

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Connected Home Technician

Job ID	299603-en_US-3396
Web Address	https://careers.indigenous.link/viewjob?jobname=299603-en_US-3396
Company	Rogers
Location	Ottawa, ON
Date Posted	From: 2024-04-25 To: 2050-01-01
Job	Type: Full-time Category: Telecommunications

Description

At Rogers, we put our customers first in everything we do! We're growing our Customer Experience teams and are looking for team members who are committed to showing our customers and Canadians that we are with them all the way. Our Customer Experience team is enthusiastic, empathetic, and moved to make a difference. We're passionate about people and ready to provide the ultimate customer experience to our customers. At Rogers, we're committed to connecting Canadians. Ready to build a rewarding career with us? If so, consider the following opportunity:

Who we're looking for: We are looking for a Connected Home Technician for Ottawa area to be a part of our team that supports millions of customers with high-speed Internet, TV, and Smart Home Monitoring to keep Canadians connected to the people and things that matter most.

Are you up for the challenge and the fun? If so, consider the following opportunity:

What's in it for you? We believe in investing in our people and helping them reach their potential as valuable members of our team.

Competitive Salary

Enjoy discounts up to 50% off Blue Jays tickets, Rogers, and Fido Services, 25% off TSC (Today's Shopping Choice) items, and 20% discount on all wireless accessories sold in Rogers Stores.

Health & Dental Benefits, Pension plan and Stock Matching options

Growth & Development opportunities to grow in Field Operations

Receive mentorship from NCC, HE and other roles outside Tech Ops

Work for an organization committed to environmental protection

We are an organization with a strong commitment to diversity and inclusion with employee resource groups supporting equity, including groups representing People of Colour, 2SLGBTQIA+, Indigenous Peoples, Persons with Disabilities and Women.

What you'll do:

- Installation and service of high-speed internet, home phone and smart home monitoring products
- Inform customers of enhanced company products to secure increased sales
- Complete company documentation pertaining to calls in accordance with the department processes and standards
- Complete all assigned projects within established time parameters and standards
- Demonstrate behaviours which support the Key Success Factors: Accountability, Adaptability & Customer 1st
- Exhibit role competencies; Innovation/creative thinking; Problem-solving/judgement; achievement orientation
- Have a valid driver's licence and be able to pass and complete a criminal record check and have a clear driving record
- Ability to work flexible rotating shifts and schedules, days, nights, weekends, and holidays
- Willing and able to work in adverse weather conditions
- Must be able to lift and move equipment (approx. 80lbs) and work on ladders/poles at heights of up to 40ft.
- Must have knowledge in Wi-Fi and general computer troubleshooting skills
- Previous technical Telecommunications experience considered an asset but not a requirement

Schedule: Full time

Shift: Rotating

Length of Contract: Not Applicable (Regular Position)

Work Location: 1810 St. Laurent Blvd. (106), Ottawa, ON

Travel Requirements: None

Posting Category/Function: Field Operations & Installation

Requisition ID: 299603-en_US-3396

At Rogers, we believe the key to a strong business, is a diverse workforce where equity and inclusion are core to making everyone feel like they belong. We do this by embracing our diversity, celebrating our different perspectives, and working towards creating environments that empower our people to bring their whole selves to work. 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 by removing any barriers for equal participation. We work with our candidates who are experiencing a disability 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 https://performancemanager4.successfactors.com/doc/custom/RCI/Recruitment_Process-FAQ-EN.pdf

Recruitment Process FAQ

Successful candidates will be required to complete a background check as part of the hiring process.

Posting Notes: Customer Experience

For more information, visit Rogers for Connected Home Technician