

Network Support Technician

Quadro Communications Co-operative Inc. is a solution oriented Telecommunications company providing mobility, telephone, digital television, internet, business services, and computer repair and I.T solutions. As a Co-operative, Quadro Communications is committed to enriching our customers' experience with personal service and innovative products, while fulfilling the evolving needs of our customers.

Are you an enthusiastic individual who wants to join our team as a Network Support Technician? This is a one-year full-time position; a permanent full-time opportunity may exist for you if you excel and strive to promote Quadro Communications as a whole. A permanent full-time opportunity would include health and dental benefits and company matching group RRSP plan.

As a Network Support Technician you are the first point of contact for customers with computer network issues and the first point of contact for outside technicians installing Internet, Telephone, and TV services. This job encompasses problem diagnosis and resolution or elevation of the problem to the next level of support. Support is provided for DSL, Fiber, and LTE internet as well as Webhosting, Telephone, TV, and E-mail support. Completing data entry and documentation is also required. This individual is also responsible for the support and maintenance of all internal office computers, software, storage devices and printers.

Quadro Communications wants you to join our team if you:

1. Possess a minimum high school diploma or GED and, in most instances, the completion of a certified computer training program.
2. Have general technical knowledge of computer hardware and software and network issues.
3. Poses reading, writing, and math skills, as well as, the ability to listen well, troubleshoot problems, and convey technical knowledge in a simple way.
4. Have excellent communication, interpersonal, and organizational skills.
5. Poses proven troubleshooting skills.
6. Have excellent knowledge of Microsoft Windows OS.
7. Have personal transportation to all Quadro current and future locations including St. Marys and Kirkton.
8. Are willing and available to work evening and weekend shifts as scheduled.

Some complimentary attributes that are an asset to performing this job are:

1. Telecommunications experience.
2. Internet Help Desk experience.
3. Knowledge of Quadro products and services.
4. Basic to advanced TCP/IP and DNS knowledge.
5. Knowledge of computer hardware.
6. Technical certifications.
7. Basic understanding of Unix.
8. Familiar with Cpanel.
9. Experience with Calix, and Metaswitch hardware software.
10. Scripting languages such as bash and python.
11. Willing to occasionally work from home.

Quadro offers a varied working environment and competitive compensation. If you have the passion for helping customers with their technology needs, then submit your cover letter and resume to q.hr@quadro.net quoting Network Support Technician in the subject line of your email.

Quadro Communications is committed to creating an accessible environment and will accommodate disabilities during the selection process. Please let your recruiter know during the selection process of any accommodation needs. We thank all those that apply but only successful applicants will be contacted for an interview.