



Network Support Technician

Reports To: Network Support Supervisor

Location: Remote

Employment Type: Full-time 40 Hours per Week

Position Overview

As a Network Support Technician, you'll play a hands-on role in helping customers resolve more complex technical issues across internet, mobility, and advanced systems. This position is well suited to someone who enjoys troubleshooting, working through problems carefully, and communicating clearly with customers by phone, callback, and email. You'll be part of a fast-paced team where accuracy, urgency, and follow-through are important every day.

In this role, you'll work with a broad mix of technologies and people, including internal teams, and outside technicians. You'll help move issues toward resolution, monitor network and abuse-related alerts, support urgent requests, and look for ways to improve the customer experience. This is a great fit for someone who wants to build stronger technical skills, take ownership of complex problems, and keep learning in a customer-focused environment.

Gosfield-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. Possess 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. Experience supporting internet, networking, Wi-Fi, and telecommunications services.
6. Have excellent knowledge of Microsoft Windows OS and Linux.
7. 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. Experience with technical support tools.
3. Knowledge of Gosfield-Quadro products and services.
4. Basic to advanced TCP/IP and DNS knowledge.
5. Knowledge of computer hardware.
6. Technical certification such as Network+
7. Scripting languages such as bash and python.



Why Join Us?

- Remote, must be able to come to office in St Mary's as required for meetings, events, training, or other
- Excellent benefit package paid by the company
- RRSP/DPSP where the company will contribute up to 3%
- Service discounts on Gosfield-Quadro services
- Opportunity for professional growth

Gosfield-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.