

Job Posting: Level 2 Service Technician

Tuckersmith Communications Co-operative Limited is a communications company offering a full range of telecom/Internet services in Huron and Perth Counties.

Position Overview:

The Level 2 Service Technician is a full time, permanent position that reports directly to the IT Manager. The focus of this position is to assist the level 1 support department and outside plant technicians with provisioning and advanced troubleshooting. This position also involves interaction with customers for complex issues and call volume overflow. We are looking for a team player, with a strong desire to work in a fast paced, continually evolving environment. The preferred candidate should have a passion for learning and all things technical, while also understanding the responsibility and demands of the role.

Duties & Responsibilities:

- Network troubleshooting Home and Business Internet connections
- Infrastructure monitoring
- Maintain customer SLAs
- Documentation
- Hardware installation (rack/stack/cable)
- Continuing education to improve knowledge and company infrastructure/services
- Work efficiently in a small team, or solo, with little to no supervision
- Available to work flexible hours including Saturdays, night maintenance is sometimes required
- Available on-call for emergency outages

Requirements:

- Highschool diploma
- Related degree or demonstrated experience
- Strong interpersonal and communications skills
- Positive attitude and team spirit
- Strong interest in technology and continual education in the field -Takes initiative to continually improve the network and services
- Valid Ontario driver's license

Preferred Qualifications:

- Knowledge of layer 2 basics (VLANs, MAC Addresses)
- Knowledge of layer 3 basics (IP Addressing, Subnet Mask, Default Route)
- Network troubleshooting
- Any Systems Administration background. Redhat/Debian Linux, DNS, DB, Mail, Web, SMB/NFS, RDP, Virtualization, etc

- Any Network Administration background. Juniper, Brocade, Cisco.
- Performs well under pressure

If you have the required qualifications and attributes, and would like to join our team, please forward your resume **by December 4th, 2020** to the following:

Email: employment@tcc.on.ca

Tuckersmith Communications thanks all applicants, however, only those individuals selected for an interview will be contacted