

Job Summary

The Internet Technician – Installations and Repairs is responsible for internet equipment installations, upgrades, removals, troubleshooting, and repairs, and participating in tower maintenance, external network and servers' maintenance, to ensure that a full range of EIDNet services are provided to residential and business customers throughout the District.

The Internet Technician – Installations and Repairs works closely with the Internet Technician – Customer Relationships and the Internet Technician - Network and Computer Systems to provide backup support including Help Desk/customer support and office support. Given EIDNet services require "on call" 24/7 daily service provision, the Internet Technician – Installation and Repairs provides services after regular business hours when required to be "on call" during specific times of the year.

Key Responsibilities

- Provide internet installation and repair services for residential and business customers. This includes installing, troubleshooting and maintaining computer and radio communications equipment at customer premises, at towers, and at the local network operations centre; resolving service calls by troubleshooting and coaching customers over the telephone, and by working on-site, fixing or replacing hardware and reconfiguring software settings, as required.
- Participate in the maintenance of the Internet network (external) and servers by fixing problems on the external email server, etc.
- Working with the Internet Technician – Network and Computer Systems, provide tower maintenance including backhaul programming and switch programming.
- Working on the installation and maintenance of the EIDNet fibre network that runs to the towers within the District.
- On occasion, participate in the EIDNet website design and maintenance.
- On a monthly basis, or more frequently when required, keep track of and balance the EIDNet inventory including tripods, radios, antennas, etc.
- Complete work orders as assigned and submit completed work orders according to approved procedures.
- Participate in the preparation of annual and longer-range budgets for area of responsibility.
- Implement work strategies to achieve approved goals and objectives.
- Maintain up-to-date procedures manual for all assigned responsibilities.

- Relate to and communicate with co-workers, supervisors, management, customers, and the general public sincerely, clearly, tactfully, promptly, and courteously; respond to inquiries and complaints promptly and professionally.
- Ensure complete and accurate records, as related to this position, are created, maintained, and safeguarded to be readily accessible.
- Adhere to and comply with the Eastern Irrigation District Health and Safety Management systems and all District policies, procedures, and programs in effect, and as amended from time to time.
- Ensure all operations are performed in a safe manner and in accordance with the District Health and Safety Management system program and District policies, procedures, and programs in effect, and as amended from time to time, as well as applicable Occupational Health and Safety Act legislation including,
 - participating in FLHA safety tailgate meetings, on the job training, safety training seminars, safely operating tools and equipment, and completing work in a safe manner.
- Ensure any required Personal Protective Equipment is on site and worn in accordance with safe job requirements.
- Adhere and comply with the District vehicle policy including that the District vehicle is kept clean and in proper working order and report any problems to the District Mechanic
- Will be required to work outside in all types of weather conditions, and at heights varying from ground level to building roof tops, including communication towers, able to lift heavy objects (50lbs).
- Perform tasks, consistent with the position, as may be required from time to time.

Job Qualifications

- Computer Information Services Diploma or equivalent education in electronics, IT, or other relevant technical fields
- Training from a recognized post-secondary educational institution
- Working knowledge of electronics, digital radio technology, and IP networking (LAN and WAN)
- Working knowledge of TCP I/P protocol and network routing
- Working knowledge with routing protocols such as RIP and OSPF
- Experience in monitoring, diagnosing and maintaining a wireless network
- Ability and willingness to work independently as well as productively and cooperatively in a team environment

- Effective interpersonal communication skills
- Effective organizational and time management skills
- Valid Alberta Class 5 driver's licence required

Pre-Employment Requirements

- Selected candidates will be required to undergo pre-employment background checks, including a Criminal Record Check.
- Selected candidates will be required to provide a Driver's Abstract.
- Successful applications must provide proof of qualifications.

Pre-Employment Alcohol and Drug Test

The District recognizes that the use of alcohol and drugs can adversely impact a safe work environment and the well-being of others, as well as place the District's operations at risk. This position is a safety sensitive position and, as such, any person, including any current employee, who has applied for a safety sensitive position will be required to pass a Drug and Alcohol Test as a pre-condition to employment, being transferred or being temporarily assigned into a safety sensitive position as per the District's Drug and Alcohol Policy.