



Communications Technician (CT-1)



One

One Communications ("One") invites applications for the position of **Communications Technician (CT-1)**. Reporting to the Manager, HFC Implementation, you will be responsible for providing quality internal and external customer service reflecting the Company values. Under supervision, the successful candidate must have the ability to perform installations, disconnects, pre-wires, changes of service and repairs for residential customers. One must also have the ability to perform troubleshooting from the TAP to the customer's premise devices in order to repair and/or restore all customer services. They must also be able to work any of the required shifts as outlined in the Collective Bargaining Agreement, be available for call-outs and willing to work overtime as needed.

Duties and Responsibilities include (but are not limited to):

- Must have in-depth knowledge of company products, educates customers regarding use of installed products.
- Identify all customer issues, resolve them, and where necessary escalate customer complaints and/or requirements to the appropriate department/manager.
- Meet scheduled appointment and service calls to re-install, test and troubleshoot company services including video, data and telephone from tap to customer electronic devices, including in home cabling and grounding.
- Verifies WIFI equipment provided and serviced by the company.
- Completes work orders and other documentation on paper or by mobile computer/tablet in a timely manner.
- Determine customer's current service levels; inquire about customer preferences and recommend service upgrades or additional products. Educate customers on the proper use of services and equipment.
- Meets quality of installation and service based complaints on TQA forms and quality control team, and maintains accurate records including time worked, work orders, and equipment sign off forms.

Education and/or Experience

- High school diploma or BSSC, with knowledge of basic electronics and mathematics.
- Minimum 2 years audio/video installation experience required.
- Interest and acumen for technology.
- Appropriate valid driver's license and good driving record within Company standards.

Skills and Abilities

- Willing to obtain all necessary certifications offered by the company or another party for continued education within your career path.
- Skill in using a Windows-based computer and applications.
- Ability to comprehend and operate appropriate testing equipment (e.g. signal level meters, ohm meters).
- Ability to prioritize and organize effectively.
- Skilled in communicating with customers in a clear customer-focused and understood manner, both in person and on the phone
- Ability to work independently and with others
- Ability to tell the difference between sizes and color code of telephone, voice and data wires.

We offer a dynamic and rewarding working environment along with a competitive compensation package. If you possess the requirements for the position and this sounds like the challenge you've been waiting for, please apply via email with a cover letter and detailed resume to www.onecomm.bm/careers

CLOSING DATE FOR APPLICATIONS: **Tuesday, September 7th, 2021**