

NetSet Communications
Corporate Support

Job Title: Corporate Support
Job Location: Corporate Head Office (Brandon)

Responsibilities

Corporate Provisioning

- Microwave link analysis
- Create, maintain and complete all ticketing requirements
- Ensure completion and follow ups

Corporate Installation management

- Work effectively with Technical Project Managers
- Schedule and monitoring installation tickets
- Ensure equipment is configured / Monitor ticket follow ups
- Work closely with Field Operation Managers to ensure Ticket Assignment to crew / Installer communication
- Ensure monitoring and network asset systems are updated via internal applications
- Communication of completion for sales & billing / Installation validation requests
- Creating and maintaining processes for Corporate Support ticketing and follow-up

Corporate Support Communications

- Corporate node monitoring
- Booking of service calls for corporate down nodes when necessary
- Communication with customers on known/new issues
- Trouble Ticket creation/ follow up
- Investigation of cause of issue
- Customer contact to ensure satisfaction
- Communicating Corporate Issues with company stakeholders

Tier 2 Training

- Procedure development for Tier 2 support
- Training document creation to enable reference material availability
- Performing training on new systems

Misc.

- Assisting Infrastructure staff with troubleshooting
- Assisting with Corporate installations including tuning, settings, radio installation
- Help Desk assistance with networking issues.
- Other requests as required

Education/Experience

- Post-secondary school related to computer systems preferred but willing to train a suitable candidate
- Systems Administration/System Engineer certification in Unix and Microsoft an asset

Communication

- Must have strong oral and written communication skills
- Interpret and/or discuss information with others, which involves terminology or concepts not familiar to many people
- Regularly provide advice and recommend actions involving rather complex issues. May resolve problems within established practices

Required Skills

- Ability to multi task, be detail oriented, analytical, resourceful and organized

Hours of Operation:

- 4 x 10 hour shifts, 12:00PM – 10:00PM

Salary: Commensurate with experience

Please submit detailed cover letter and resume to:

NetSet Communications
5 Granite Road
Brandon, Manitoba
R7A 7V2
204--578--5600

careers@netset1.ca

NetSet Communications is one of Canada's largest Wireless Broadband private Internet Service Providers, well known for professionalism, integrity, and great service. By joining us, you will become part of a fast pace and dedicated team that works together to provide our clients with the highest possible level of service.

As a member of the team we would ask for your commitment to deliver outstanding quality and results that exceed client expectations. In return, we are committed to providing you with every opportunity to learn and grow to the highest level of your ability and potential.