

Field Operations Technician – Dauphin, MB

Headquartered in Woodstock, New Brunswick, Xplornet Communications Inc. is one of Canada's leading broadband service providers. For over a decade, Xplornet has been providing innovative broadband solutions to rural customers at work, home and play across Canada. Today, Xplornet offers voice and data communication services through its unique wireless and satellite network that connects Canadians to what matters.

We are seeking to hire a full-time permanent **Field Operations Technician** for Northwestern Manitoba (Dauphin region), reporting into the Field Operations Manager. In this role, you will be responsible for the hands-on day-to-day integration, repair and maintenance of the fixed wireless network. You will be required to support network build, repair & maintenance activities, audit customer installations as well as handle escalated support requests. This position acts as a prime in-field technical contact for support groups in the areas of network construction, repair, maintenance and support. Your knowledge of IP Networking and fixed wireless network deployments, coupled with your knowledge of construction and tower rigging will support your success. In addition, your ability to work independently and showcase strong organizational and communication skills will be required. This role will involve both on call support and off-hours maintenance work and will require you to adapt to a flexible work schedule.

Key responsibilities include:

- Fixed Wireless Construction related activities
- Network maintenance and optimization activities, as well as handling support requests
- Customer Installation Audits and installer training
- Travel daily throughout designated area 95% of the time
- Some overnight travel is a requirement

The ideal candidate will possess:

- 1 year related work experience and a college-level degree/diploma from a related discipline.
- Experience configuring and installing Network Equipment (ex.Ceragon, Alpha Cordex, Ciena, Cisco, MRV, Telrad, Ubiquiti, Dragonwave)
- Working knowledge of networking technologies including TCP/IP, routers, switches, DHCP
- Valid Driver's License
- Strong problem solving, organizational, verbal, listening and written communication skills
- Ability to work both independently and as part of a team, and interact with groups throughout the organization
- Capable of working on a variety of projects and coordinating multiple priorities
- Aptitude in IP networking which includes IP addressing and basic routing
- Depth of knowledge in hardware construction including: coax and category cable, punching, proper cable pulling techniques, racking, ground systems, static precautions, non-ionizing transmission safety, OSHA construction safety
- Experience with identifying all major types of video, RF, Fiber and power connectors
- Strong understanding around AC and DC power systems and conversions including: voltage and wiring of single and poly-phase alternating current cables, direct current, and negative grounded direct current
- Experience with the construction and maintenance of communication tower sites
- Strong Troubleshooting skills

- Strong Organizational and time/task management skills
- Experience with fixed wireless deployments
- Exposure to industry standards for Health & Safety, Construction & CSA
- Basic understanding of fixed wireless network architecture and infrastructure
- The ability to work outside in all types of weather conditions and to lift, carry, bend, reach, drive and climb ladders. Estimated carrying weight of 125 lbs
- Ability to work away from home. Long days & weekends as required

As a condition of employment and in order to comply with industry related data security standards, this position is subject to the successful completion of a Criminal Background Check. Details will be supplied to applicants as they move through the selection process.

Xplornet Communications Inc. offers a competitive compensation package with excellent company benefits, including matched participation in a group RRSP and a comprehensive health and dental plan.

Apply online at: [Xplornet Careers](#)