



SWIFT-net.ca
rural internet you can trust

Help Desk Technician

CONNECT THE WORLD

Rural customers have struggled as urban centres continually upgrade Internet services and infrastructure. Swift-Net was built to provide stable, high-speed Internet connecting residential, agriculture and commercial clients to a robust infrastructure. We are expanding due to high demand within our service area. Rural Internet you can trust does not just mean technology - we also provide superior service to our clients an experience our clients will attest to. Anyone can provide Internet Swift-Net feels the true benefit of being a Swift-Net client starts after we have connected them to the technology they need. We pride ourselves on the service experience from site survey to install and as long as you are a customer. In the fast world we live in today this is what sets us apart from others, if you agree this is the most important connection, we want to hear from you.

Join the Team

- ✓ Do you share our passion for providing a reliable service to areas that have been neglected
- ✓ Do you have a dedication to a comprehensive customer experience
- ✓ Do you desire to constantly learn new technologies
- ✓ Enjoy working independently with scheduling flexibility and earning potential

We need someone to:

- Answer client calls with a professional and enthusiastic demeanor; directing calls as necessary
- Provide technical support for client's radios, routers and internet quality
- Troubleshoot clients issue(s) and apply applicable remedy
- Use various hand tools and small power tools to assist in assembling radios ready for deployment
- Program and perform maintenance on telecommunication equipment
- Miscellaneous office tasks

Experience / Knowledge Required:

- MUST have basic computer literacy
- Experience with routers and a history of troubleshooting is an asset but not required.
- Strong customer service based attitude & problem solving skills
- Great attention to detail
- Ability to work under pressure with tight deadlines
- Self-motivated with time management skills
- Availability to work evenings, weekends, and holidays typically on a staggered rotation
- Available to work 40 hours per week, with the potential for overtime hours if needed
- Valid driver's license & reliable transportation
- Clear criminal background check
- Ability to lift 50lbs

Please submit application including Cover Letter indicating Salary expectations

Attention: Krista Bondy

Email: hr@swift-net.ca

Fax: (306) 387 – 6598

We thank all interested candidates for applying; however only those selected for an interview will be contacted