

Job ID: #OPSEU-24-03
Job Title: Telecom Technician I
Department: Technology Services Centre
Campus: Thunder Bay, ON
Status: Full Time, Permanent
Job Category: OPSEU
Salary: \$31.09 - \$35.35 per hour

Date Posted: October 24, 2024
Closing Date: Open Until Filled

Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit thunderbay.ca.

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

About this Job

The Telecom-Network Technician I role at Lakehead University supports the installation and maintenance of network infrastructure, including connectivity for phones, computers, and multimedia services, across the Thunder Bay and Orillia campuses. This role is critical to ensuring daily operations run smoothly and involves providing customized customer service to faculty, staff, and students by resolving system issues and managing data.

Job Duties

- Organize and execute network infrastructure installations and maintenance.
- Plan, schedule, and allocate resources for TSC projects.
- Purchase products, prepare quotes, and manage inventory.
- Maintain drawings, documentation and labelling of the University's communication infrastructure
- Install, troubleshoot, and repair telephony systems.

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- Manage phone extensions and access to emergency service numbers.
- Maintain copper and fiber cabling infrastructure.
- Maintain voicemail systems and audit bills.
- Manage budget codes for billing purposes.
- Communicate with outside contractors and vendors on installations, service and support requests.

Qualifications

- Post-secondary degree/diploma in communications technology or equivalent experience.
- 3 years of experience in telecommunications and network infrastructure installation.
- 2 years of experience in project planning and development.
- Experience with enterprise-level IP telephony and voicemail systems
- Experience in purchasing and inventory management
- Experience with fiber optic splicing, and copper terminations.
- Experience with business systems and software
- Strong communication skills.
- Knowledge of safety standards, including WHMIS and fall arrest protocols

Working Conditions

- Primarily an 8:30 a.m. to 4:30 p.m. shift, Monday to Friday.
- When required, hours of work may be modified to suit the needs of the University.
- Office environment

What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

Lakehead University has a commitment to supporting employees and providing opportunities for flexible and diverse work arrangements. We are proud to share the [Alternate Work Arrangement Guideline](#) as a step to creating innovative schedules that work for our employees to promote a quality work-life balance. Please inquire with the hiring manager if this position is eligible for an Alternate Work Arrangement.

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email careers@lakeheadu.ca for assistance.

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities



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and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8010 ext. 8334 or human.resources@lakeheadu.ca to make appropriate arrangements.