

## POSITION PROFILE

<b>Client Organization:</b>	<b>RYCOM Corporation</b>
<b>Position Title:</b>	<b>Senior Field Technician</b>
<b>Reports to:</b>	<b>Manager, Field Services</b>
<b>Location:</b>	<b>Vaughan, Ontario</b>

## THE ORGANIZATION

RYCOM develops innovative, integrated technology solutions that are tailored for its clients to increase the value of, and enable business success. Founded in 1997, RYCOM is proud to be a trusted advisor and long-term partner to leading organizations across North America in diverse industries - real-estate (all categories and classes), government, media and retail, to name a few. By staying at the forefront of technology solutions, utilizing best-in-class support models, and delivering quality services with the highest level of care and support, RYCOM simplifies technology for clients so they can focus on their core business while achieving positive operational and measurable results.

RYCOM is built on an Entrepreneurial culture - freedom with responsibility. Each employee has the ability to make decisions and act on those decisions. It is a positive culture where new ideas, client engagement, and always moving forward - pushing the envelope - is who we are. Don't mistake it, this a challenging environment. Our clients want us to help them understand technology and improve their day-to-day lives. Our teams share in the belief that we do what we say and we deliver on those commitments, something our client's value as well. We are in it together and share in defining and delivering on priorities. Inspiration, drive, and commitment are the three qualities that we are looking for from our teams.

## THE OPPORTUNITY

Working out of our Vaughan office and reporting to the Manager, Field Services, the successful candidate would be responsible for a variety of cabling projects. The applicant must be willing to work flexible hours when necessary and provide our customers with high quality service.

- 5 years' experience in terminating and installing of voice, data and wireless networks
- Fibre Optic Installation
- Termination and Fusion Splicing
- Intermediate Knowledge of TCPIP Protocols
- Router upgrade and Installation experience
- Conduit/electrical work
- Point of Sale (POS) installation and troubleshooting experience
- Proven pro-active work style and ability to maintain accuracy and attention to detail
- Demonstrate initiative and strong problem solving skills
- Ability to work with other departments to ensure smooth delivery of customer deliverables
- Proficient with MS Office, Outlook ,Work and Excel
- Understand and manage the delivery of service per the customer scope
- Amp, Belden, Panduit, CommScope, Siemon, Lift training, WHIMIS, Ladder Safety Fall Protection training
- Type 1 & 2 asbestos training
- Electrical awareness

## THE EXECUTIVE

**The successful candidate will demonstrate the following competencies:**

- Build strong client relationships based on trust and respect
- Effective oral and written communication, interpersonal, leadership, customer service, analytical, problem-solving, and organizational skills
- Ability to work both independently and within a team environment
- Ability to prioritize and work effectively under pressure to meet deadline
- Ability to maintain accuracy and attention to detail
- Use of Excel to track project progression and provide updates
- Able to coordinate multiple jobs concurrently
- Ability to lead and motivate work crew
- Familiar with project planning and budgeting

- Provided 24/7 On Call Service
- Ability to travel as required based on business needs
- Apply and support Occupational Health and Safety Initiatives
- Apply and support Quality initiatives
- Other duties as required
- Valid driver's license

If you are interested in applying, please email RYCOM at [icanmakeadifference@rycom.com](mailto:icanmakeadifference@rycom.com)