



## **Twin Island Communications dba Twincomm**

**Position Title:** Information Technology Support Technician – two positions available

**Location:** Cortes Island, British Columbia

**Duration:** Full Time 30 to 40 hours/week

**Hourly Wage:** Starting wage: \$18/hr to \$25/hr, depending on experience

### **Company Background:**

- We are an Internet Service Provider (ISP), operating on Cortes Island
- Service ranges from Cortes Island, west to Quadra Island, east to Lund, and as far south as Texada Island.
- For more information about us and our services, please visit our website at [www.twincomm.ca](http://www.twincomm.ca)

### **Position:**

- Information Technology Support Technician is responsible for the day-to-day operation and support of Twincomm's computer systems, applications, servers, networks and Twincomm's customer base
- Including installation, configuration, and upgrades of new and existing systems; routine monitoring, maintenance, and technical support to Twincomm customers
- Technical support via phone and email - troubleshooting and diagnosing connectivity issues over such devices as router and, computers; email support and usage concerns

### **Education, Qualifications and Skills:**

- Grade 12 education or equivalent
- Must have a valid BC driver license and insured vehicle
- Excellent communication skills and customer service delivery skills
- Attention to detail, organization skills and documentation skills
- Self-motivated, able to work independently and within a team
- Willingness to learn and work in a dynamic environment
- Available to travel off island as customer base ranges from Quadra to Texada Island
- Interested in technology and telecommunications delivery
- BC Boating License - will provide certification opportunity, if needed

**The ideal candidate will have (not necessary to apply):**

- Diploma with computer technology
- Two-year experience installing and supporting computer systems
- Knowledge and experience with remote power systems

**Wage/Benefits/Training:**

- 30 to 40 hours five days a week
- Starting wage is \$18/hr - will be reviewed after three months - \$20 to \$25/hour based on experience with yearly review
- Extended basic health care
- Internet provided
- Mileage paid on personal vehicle use
- Training provided for Wireless Radio and Fibre Installations

**Closing Date:**

- Closing date February 1, 2021
- Only those applicants selected for an interview will be contacted

**How to Apply:**

- Please send cover letter with resume to [admin@twincomm.ca](mailto:admin@twincomm.ca) with contact information for references included
- For more information, please call 1.866.446.6004 ext 2

**Thank you for your interest. We look forward having you as part of our team!**