



EMPLOYMENT OPPORTUNITY

FLOW and C&W Business is accepting applications to the position of **Service Delivery Technician**. The **Service Delivery Technician** is responsible for the repairs and installation of fixed services. This includes Flow TV, High Speed Broadband and Voice services in residential homes and Businesses.

Responsibilities

What You'll Do

- Diagnose and/or correct all technical problems (FLOW TV, Hi-Speed Broadband and Voice services) to the satisfaction of the customer and in accordance with company specifications.
- Inform customers of enhanced company products in an effort to secure increased sales.
- Ability to operate field test equipment e.g. Light test meter, OTDR fiber splicer etc.
- Complete Company documentation or update databases pertaining to calls in accordance with the department processes and standards.
- Complete all service change requests in a timely professional manner.
- Complete all assigned projects within established time parameters and standards.
- You are required to be knowledgeable of and adhere to all applicable health and safety regulations, both legislatively mandated and as outlined in company policy.
- Strive for flawless execution in everything that we do, resulting in consistently evolving standards of higher overall performance.
- Ensuring the full return of customer service (video, voice or data).
- Install, repair or replace drop cable.
- Troubleshoot Broadband, TV, Video and Voice problems.
- Repair and/or replace any damaged equipment: ONT's and Set Top Boxes.
- Replace and/or repair any damaged cables, connectors or any other passive devices that may result in unsatisfactory service to customers.
- May be required to work flexible shifts and schedules; **nonstandard workweek**, **weekends** and perform **on call duties** and functions as necessary.

Qualifications

Knowledge & Experience

- At least 3 to 5 years' experience
- Good understanding of excellent customer service
- Minimum of five CXC or equivalent
- Must possess excellent computer skills including knowledge of networking and TCP/IP protocols
- Knowledge and experience in solution selling

Skills & Abilities

Candidates must possess a high level of demonstrated competence in the following areas:

- Must be highly motivated to learn new and existing Cable Television and IT technologies.
- Must possess the ability to broaden your knowledge of existing system and new systems that may emerge.
- Ability to communicate fluently with customers and co-workers.
- Must have a valid driver's license with a safe driving record.
- Must be able to work safe and efficient with hand tools (hammers, drills etc).

- Must be able to lift and move equipment (approx. 80lbs) and work on ladders/poles at heights up to 40 feet.
- Willing to work flexible shifts and schedules; on-call, days, nights and weekends.

Employment Type: Full-time position

Closing Date: Friday 19 April 2024

Applications should be emailed to akilah.corbin@cwc.com or expressions of interest can be made by phone call at (284) 541-3582

Who We Are

We are the leading telecommunications company, connecting more than 40 markets in Latin America and the Caribbean with our video, broadband internet, telephony, and mobile services under the consumer brands VTR, Flow, Liberty, Más Móvil, BTC, and Cabletica. We started small, and now we're growing. We're excited about the future as we strive to unlock opportunities in the region.

Why join us

Technology excites us enables us and drives us. We're proud of the services we provide, the markets that we serve, and our people coming together to enhance our customers' lives with technology so that they can connect, work, live and play without missing beat. Throughout Liberty Latin America, our passion and pride are brought to life through our shared vision to bring innovation that will create moments that matter to our customers, delivering growth in our markets with one vision, one culture, and one team.

Liberty Latin America provides equal employment and advancement opportunities to all colleagues and applicants for employment without regard to age, color, citizenship, disability or perceived disability, ethnicity, gender, gender identity or expression, genetic information, marital or domestic partner status, military or veteran status, national origin, pregnancy/childbirth, race, religion, sexual orientation, or any other category protected by federal, state, and/or local laws.