



Barrett Xplore Inc., under our Xplornet brand, is Canada's largest and fastest growing wireless broadband service provider. Through a combination of industry leading technology, superior high-speed service delivery and dedicated customer service, Xplornet brings the advantages of broadband connectivity to underserved businesses and homes across Canada. We are a privately held company owned by Barrett Corporation of Woodstock, New Brunswick and Sandler Capital Management, New York. For more information, please visit www.xplornet.com.

We are currently recruiting for **Field Operations Technician** who resides in Red Deer, Alberta. This individual will work out of a home office.

The Field Operations Technicians will be required to provide on the job technical training for dealer installers, to perform audits of customer installs, for technical maintenance of sites, and to assist in build activities as required for our Xplornet wireless ISP services infrastructure deployment. They will be responsible for providing overflow installer capability for our dealer channel, troubleshooting of problematic customer sites and assisting in the maintenance of the Xplornet infrastructure. Infrequent scaling of towers, buildings and homes is required. These technicians will work closely with our Sales team during site deployment and will be the liaison between our dealers, customers and the Network Operations team. This position reports to the Field Operations Manager.

Key requirements include:

- Completion of related post-secondary diploma/degree or an equivalent combination of education and/or experience.
- Experience with point to multipoint wireless networks and/or VSAT networks with an ISP are essential.
- A thorough understanding of Internet technologies and protocols (FTP, SSH, SMTP, etc.), with basic understanding of RF technology and a familiarity of WAN technologies (VPN, Frame, etc.) are strongly preferable.
- Excellent customer service skills and the ability to communicate effectively with internal support staff, customers and dealers.
- Demonstrated ability to perform installations is mandatory with previous knowledge and/or ability in Tower Rigging an asset.
- Must be effective at and capable of working independently in a physically demanding, high stress environment.
- Copies of a valid driver's license along with a clean driver's abstract are requirements for the application process.
- Frequent travel throughout the respective geographic territory will be expected.
- Applicants must also provide a security/police record clearance check (obtained from their local police office) as these individuals will be accessing private properties and customer premises.
- It would be considered an asset if the individual was fluently bilingual in both French and English.

Barrett Xplore Inc. offers a competitive compensation package with excellent company benefits, including matched participation in a group RRSP and a comprehensive health and dental plan.

We thank all applicants for their interest but wish to advise that only those selected for interviews will be contacted. If you are looking for challenging and rewarding career opportunities as part of a dynamic corporate culture, please forward your resume and cover letter to:

Email: careers@barrettxplore.com

Fax: (866) 881-9391

Please indicate "Field Operations Technician – Red Deer" in the subject line.

