



Junior Technical Support Specialist – 1 Year Contract

Lakeland Networks is seeking a self-motivated, energetic, and responsible individual to assist with technical duties and projects related to our fibre-optic internet network. Reporting to the Manager of Customer Experience, the individual will work in our technical support centre, supporting Internet, Voice and Television for business and residential customers. The successful incumbent will provide Tier 2 technical assistance via phone, chat, email, or in-person support and work as part of a team to ensure our customers' issues are resolved.

Responsibilities:

- Deliver technical support for internet, phone, and television services to both residential and business clients.
- Troubleshoot and identify customer LAN issues, including Wi-Fi configuration and general support during remote troubleshooting.
- Respond to customer inquiries received via email, phone, and chatbots.
- Set up new customer services, including internet, phone, and television.
- Decommission customer services and equipment.
- Assist colleagues with task-related issues as they arise.
- Accurately document all activities in the company's work order system.
- Adapt quickly to changing priorities and organizational requirements.
- Support Network Operations team members in troubleshooting, restoration, and root cause analysis.
- Assist in refurbishing returned fibre optic network terminals, phones, and television equipment.
- Conduct monthly inventory of equipment.
- Participate in a paid on-call rotation for after-hours support with other team members.
- Perform other duties as assigned.

Qualifications:

- New graduates are welcome to apply.
- High School Diploma is required.
- A degree or diploma in Computer Science, Networking, or an equivalent level of work experience is an asset.
- Excellent communication, documentation, and organizational skills are required.
- Ability to read, analyze, and interpret detailed technical manuals, diagrams, and engineering documents.
- Must be available 24/7 for all shifts.
- Excellent verbal and written English language skills are required for direct communication with clients and team members.
- The candidate must have excellent customer service skills and be able to discuss technical problems and solutions at both a highly technical level and with nontechnical customers.
- Demonstrated knowledge of incident management in a break/fix environment.
- Practical experience with Ethernet cabling, fibre, OTDR, power meter, and light source use is an asset.



Working Conditions:

- This position requires rotating shift work and on-call work.

Physical Demands:

- This position will spend long hours sitting using office equipment, including computers, which can cause muscle strain. The incumbent will also have to do some lifting of supplies and materials from time to time.

Wage Range: \$26.00-\$28.00/h

*This vacancy is for an existing position

Interested candidates should submit their cover letter and resume at

<https://lakelandholding.bamboohr.com/careers/64> by Monday, August 3rd, 2026, at 11:59 PM.

Lakeland Holding Ltd. is an equal opportunity employer, and we value the importance of diversity, dignity and worth of every individual in the workplace. Lakeland offers accommodation for applicants with disabilities in its recruitment processes. If Lakeland contacts you regarding a job opportunity, please advise prior to the interview if you require accommodation.

We thank all applicants, but only those selected for an interview will be contacted.