



JOB DESCRIPTION

Page 1 of 6

JOB TITLE	Technical Specialist (Voice/Data Communications)	DEPARTMENT	Engineering
	<small>CORE TITLE DEPT. SPECIFIC</small>		
INCUMBENT NAME		DATE PREPARED	12/17/09

Working at WireIE is exciting and challenging. We are a global company with offices in Toronto and Barbados, and work throughout the Americas. We believe in Corporate Social Responsibility and give back to the communities we work in, helping to bridge the digital divide.

We use our in-depth knowledge and unique expertise to plan, design, build and manage network transformations and network extensions. We take legacy mobile networks, fixed networks, utility and municipal networks and transform them into Next Generation IP networks:

- Core network, backhaul and radio access
- Eco-friendly and carbon offsetting solutions
- Legacy Technology Retirement solutions
- Vendor and technology agnostic

We work with the best of the best from various disciplines and backgrounds. We believe in diversity, and we're proud of our energetic team members. Our "just get it done" attitude keeps everyone motivated and makes for a truly dynamic and fun working atmosphere.

Come be a part of something exciting – join the WireIE team!

COMPANY DESCRIPTION

WireIE Holdings International Inc. is a fast paced global provider of IP-based broadband wireless network solutions. These solutions scale from large urban, regional and national networks to campus and enterprise networks.

We are looking for unique expertise in wireless/IP integration, WireIE offers a whole product solution in support of many wireless technologies including but not limited to WiMAX, Wi-Fi and UMTS. In addition, WireIE has in-depth knowledge and experience in the design and deployment of IP based point-to-point and point-to-multipoint microwave networks. Integration of legacy TDM microwave systems within IP based microwave platforms is also well within WireIE's capabilities.

With an extensive background in the engineering and deployment of various IP based voice and multimedia applications, WireIE is well positioned to integrate a rich feature set into a wireless network solution.

WireIE's services cover the entire life cycle of a wireless network deployment, including: site acquisition, core network and radio frequency network design, civil engineering, along with furnishing and installation of equipment and materials. Once in production, WireIE offers ongoing network monitoring.

WireIE is vendor agnostic. This allows the company to focus on addressing client requirements without being constrained by the limitations of a given product line.

Wherever applicable, WireIE uses its alternative energy technology to power network elements. Using the very latest in solar, wind and electrical storage technology, WireIE's alternative energy solution ensures a low to no operational carbon footprint, while at the same time reducing the client's energy consumption costs.



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Page 2 of 6

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JOB PURPOSE

Perform installation, maintenance, design, and repair work on voice and data, wired and wireless communications equipment, software, hardware and networks in customer sites in Toronto and out-of-town locations. Provide advice and guidance to WireE customers regarding technical requirements or problems. Monitor network management systems to identify, isolate and provide solutions to system problems. Carry out equipment modifications as required and, on an ad-hoc basis build prototypes. Provide technical training to field staff on data, voice and fibre installations.

Act as interface between client and operations regarding the supply of goods and services required to meet client/project expectations. You will be responsible for the development of Carrier Solutions, Enterprise Solutions and Services to Small, Medium, and Large (Carrier, SMB and Enterprise) Customers.



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KEY JOB FUNCTIONS

- Perform equipment design and installation on voice and data communications equipment, software, hardware and networks in customer sites in Toronto and out-of-town locations. Receive and review work orders, identify any inaccuracies, omissions, or incompatibilities in equipment components. Follow up with other staff to resolve problems. Supervise the Installation and connection of a wide variety of cable types (e.g. Twisted pair, fibre optics, co-ax, etc.), which carry data between various computer devices, including but not limited to local area network cabling, and antenna cabling. Connect cabling and switches to phone lines. Install programmable and non-programmable transceivers, terminal servers, access points, and other electronic components. Perform point-to-point and multi-drop communications installations. Test, calibrate and adjust components, where necessary to ensure effective and efficient transfer of data. Complete work, update work orders insuring that all changes i.e. Additions/deletions are correctly documented and forward to accounting for billing.
- Clearly update AutoCAD drawings and submit to CADD department.
- Use a computer terminal to monitor the status of systems, and analyze data to identify and locate problems. Inform customers of the likely source of the problem (i.e., Bass Station, access point, noise, communications, terminal, etc.) and correct any problems through the terminal if possible or, by locating the problem and repairing/rectifying it. Locate intermittent problems by monitoring faulty circuits to detect patterns.
- Perform repair work on communications equipment and networks at customer sites, including switches and connections to communication lines. Perform preliminary trouble diagnostics (network schematics), contacting customer to assess the nature of the reported problem and to determine possible cause of failure. Use resource information to draw necessary materials from stock and proceed with assignment in accordance with on going work routines. Use diagnostic software packages and a variety of test equipment (e.g. Protocol analysers, Digital volt meters, oscilloscopes, breakout boxes, data scopes, error analyzers, site survey software, etc.) to determine failed component. Seek direction from supervisor when problem(s) cannot be isolated quickly of if problem(s) remains unresolved after normal work routines. Replace faulty components with spares. Perform preventative maintenance as part of each service call. Prepare and submit service call documentation in accordance with work procedures, and input changes to the network management system as necessary.
- Perform equipment repair work in the shop and do bench repairs on printed circuit boards and other electronic devices. Refurbish and rebuild small components including dismantling, identifying and replacing defective parts, and performing testing routines to ensure restoration of device to peak operational state.
- Respond to unique customer requirements by developing appropriate solution and design and build prototypes.
- Carry out equipment modifications in accordance with manufacturers' updates of communications equipment. As specifically assigned, or as part of a service call, replace old components with new components and alter components and boards including rewiring where necessary.



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Page 4 of 6

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- Always present self to customer in a positive and professional manner that is consistent with the title of "Technical Specialist"
- Research technical manuals, etc. and create Technical Service Bulletins to identify new methods of installation, problems, etc. for distribution to the technicians. When appropriate, share this knowledge with members of the engineering department and other staff that may be interested.
- Keep abreast of new technology through workshops, on-the-job training, researching the web or following trends as reported in industry literature. Keep informed of new technology for which maintenance may be required.
- Provide training as required to all technicians in all areas of data, voice, fiber and networks including all testing equipment.
- Operate company vehicle in a safe manner adhering to the rules of the road as stipulated by the Ministry of Transportation or rules applicable to region of work.
- Carry out good housekeeping and fire prevention practices in the performance of the work.
- Carry out work paying strict attention to Ontario's Health & Safety rules or rules applicable to region of work.
- Demonstrated ability to focus attention on critical goals and results and be held accountable for achieving them.
- Ability to comprehend problems, arrive at solutions and communicate those effectively to stakeholders.
- Strong analytical ability in discerning priority and non-priority issues, making decisions from a number of alternatives based on logic and fact.
- Ability to demonstrate leadership skills within a team environment, take control of situations when appropriate and achieve results, takes initiatives in representing issues and potential solutions to management.
- Prepare professional written and/or verbal proposals targeted to the Key Decision Makers in the customer's terminology that clearly communicates the WireIE solution and value proposition to the customers' business problem.
- Independent worker with little need for supervision.
- Perform any other duties within the intent of the preamble to the job definition.



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BASIC SKILL LEVEL REQUIREMENTS

- CCNA/CCDA or equivalent.
- Wireless Configuration, and Installation.
- BICSI Technician and/or Network Cabling Specialist (NCS) program or equivalent.
- Requires knowledge of electrical and electronic theory and related mathematics as they apply to voice, data and fibre equipment, networks and metering equipment and circuitry.
- Requires this knowledge to understand the theory and logic involving digital electronics and applications to equipment and data systems in the communications area.
- Requires knowledge of digital and analogue telephone and switching systems and the application and use of test equipment, test packages, and diagnostic methods and techniques in troubleshooting to locate, isolate and resolve problems.
- Requires knowledge of network management software, bridges, switches, routers, all layers of the OSI model.
- Must understand and be able to interpret contracts and be able to identify additional work requirements and be able to document these requirements in a clear and concise manner on work orders.
- Demonstrated experience in effectively using computer systems and programs to increase productivity.
- Proficiency with Microsoft Office Suite applications; i.e. Excel, Word, PowerPoint, and Outlook. Various operating systems; i.e. Windows, OS X, Linux, CLI's, etc.
- Knowledge of Enterprise Network environments including, routers, switches, security, wireless, and cabling.
- Excellent oral and written communication skills.
- Possess a valid drivers license and passport and willing to travel as required.

DECISION MAKING & AUTHORITY

Decision Making And Authority

Project-specific, will vary

Decisions Made By Others Or Governed By Policies & Procedures



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WORK ENVIRONMENT

Working Conditions

Categories	Detail
Physical Effort	Moderate
Physical Environment	Moderate
Sensory Attention	Moderate
Mental Stress	Moderate

WORK RELATIONSHIPS

	<u>MOST FREQUENT CONTACTS</u>	<u>NATURE/PURPOSE OF CONTACT</u>
INTERNAL	<ul style="list-style-type: none"> Bids & Proposals Project Operations 	Support to bids Interface with Project Management Interface with Engineering
OUTSIDE THE COMPANY	<ul style="list-style-type: none"> Clients Vendors Subcontractors 	Confirmation of project status

ORGANIZATION STRUCTURE

Your Superior Director of
Operations

Other jobs reporting to your Superior Sub-Contractors
IP Network
Specialists



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Incumbent	Date
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Immediate Superior	Date
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Next Level Superior	Date
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