

## JOB POSTING



**Position:** Service Desk/Network Support

**Reporting To:** Broadband Network Manager & Department Director

**Effective Date:** June 2026

The Municipality of Pictou County's Rural Broadband Utility, MOPC Network, is seeking a motivated and customer-focused individual to join our team as a Service Desk/Network Support team member. This position plays an important role in supporting broadband operations, assisting customers with technical issues, and helping maintain reliable internet and communication services throughout the region.

This is an excellent opportunity for someone with a strong technical aptitude who enjoys problem-solving, customer service, and working in both office and field environments.

### **Key Responsibilities**

- Provide front-line technical support to customers and staff via phone, email, and ticketing systems
- Troubleshoot internet connectivity, Wi-Fi, VoIP, IPTV, and customer equipment issues
- Assist with broadband operational systems, subscriber provisioning, and service activations
- Support wireless and fibre network operations using modern broadband technologies and management platforms
- Generate operational reports and network analytics for management review
- Maintain accurate documentation, inventory records, and support logs
- Assist with customer equipment setup, diagnostics, and periodic field support activities
- Participate in after-hours operational support and service restoration activities when required
- Collaborate with technical and operational staff to support day-to-day broadband services

### **Qualifications & Skills**

- Diploma or Degree in Information Technology, Computer Science, Telecommunications, or related field preferred
- Strong troubleshooting and problem-solving abilities
- Excellent communication and customer service skills
- Familiarity with:
  - Windows, macOS, and Linux operating systems
  - Basic networking concepts and internet troubleshooting
  - Customer support and ticketing systems
- Experience with networking technologies and tools such as TCP/IP, VLANs, DHCP, SSH, SNMP, and wireless or fibre broadband systems is considered an asset
- Experience with command-line and diagnostic tools such as PowerShell, Bash, ping, traceroute, or Wireshark is an asset
- Valid driver's license required

### **Working Conditions**

- Combination of office-based and periodic field work throughout the service area
- Occasional evening and after-hours operational support may be required
- Unionized position with terms and conditions outlined in the collective agreement

**If you are passionate about technology, customer service, and helping expand reliable broadband services in rural communities, we encourage you to apply.**

### **Closing Date & Applications**

- We invite qualified individuals to submit their resume with cover letter by 4:30pm on June 30<sup>th</sup>, 2026.
- Personal information collected through the recruitment process will be used solely to determine eligibility for employment and handled in accordance with the Freedom of Information and Protection of Privacy Act, Nova Scotia.
- It is the policy of the Municipality of Pictou County to prohibit discrimination of any type and to afford equal employment opportunities to applicants without regard to gender, race, color, religion, sexual orientation, national origin, age, disability, or veteran status.
- If you require accommodation during the application and hiring process, please contact [rhiannon.mcnair@munpict.ca](mailto:rhiannon.mcnair@munpict.ca).
- On behalf of the Municipality of Pictou County, we thank all those who apply; however, only those selected for an interview will be contacted.

**When applying for this position please quote: Service Desk/Network Support**

Municipality of Pictou County

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