

POSITION PROFILE

Client Organization:	RYCOM Corporation
Position Title:	Telecommunications Coordinator
Reports to:	Director, SMART Services
Location:	Vaughan, ON

RYCOM is a trusted leader in Smart Tech solutions for public and private sector real estate, properties, and portfolios for over 25 years. The **RYCOM** team develops, delivers, and supports the innovative strategy and the integrated layers of technology required to create Smart Buildings today that meet the demands of the future. By staying at the forefront of technology solutions, utilizing best-in-class support models, and delivering quality services with the highest level of care and support, **RYCOM** simplifies technology for clients so they can focus on their core business while achieving operational, environmental, and measurable results.

Reasons to Join RYCOM

- A team driven by passion and a culture, where people make a difference because we believe that every voice counts.
- An entrepreneurial environment
- Opportunity to learn different parts of the business.
- Health and Wellness Program including an onsite gym.
- Team fundraisers and events
- Comprehensive benefits program
- RRSP matching
- Employee training and development
- Competitive compensation based on experience.
- 3 weeks of paid vacation to start.

OPPORTUNITY

We are now hiring a highly motivated and detail-oriented Telecommunications Coordinator to join our dynamic team and contribute to our ongoing success as we grow the service. As a Telecommunications Coordinator, you will play a crucial role in ensuring the smooth operation of our telecommunications services. You will be responsible for coordinating installations of various infrastructure projects, including Distribution Antenna System (DAS), telecommunications infrastructure relocations, telecommunications audits, and smart/wired score initiatives. Your keen attention to detail, technical skills, and excellent communication abilities will be instrumental in supporting our customers and maintaining our reputation as a reliable telecommunications consultant within the commercial real estate space.

RESPONSIBILITIES

- Coordinate the installation of telecommunications systems and equipment with the respective service providers.
- Conduct regular inspections and assessments of existing telecommunications infrastructure.
- Collaborate with cross-functional teams to plan, schedule, and execute telecommunications projects, including system upgrades, expansions, and equipment replacements.
- Serve as the primary point of contact for customers, addressing inquiries, troubleshooting contractor issues, and providing support in a timely and professional manner.
- Resolve potential problems, ensuring minimal disruption to tenants.
- Maintain accurate documentation of telecommunications activities.
- Collaborate with external project stakeholders and service providers as necessary.
- Stay current with the latest trends and developments in the telecommunications industry, identifying opportunities for innovation and improvement.

REQUIREMENTS:

- Previous experience in a similar role, preferably within the telecommunications industry.
- Technical knowledge of service providers telecommunications systems, telecommunications equipment, Distribution Antenna System (DAS), and installation standards.
- Excellent problem-solving skills, with the ability to communicate issues efficiently with project stakeholders.
- Exceptional attention to detail, ensuring accuracy in documenting telecommunications activities for project stakeholders.
- Strong organizational and multitasking abilities, with the capacity to prioritize tasks and manage multiple projects simultaneously.
- Effective communication skills, both written and verbal, with the ability to explain technical concept to project stakeholders.
- A customer-focused mindset, dedicated to delivering high-quality service and support.

Vaccination Policy

The health and safety of our employees is a RYCOM priority. Since we are a client serving business, candidates will be required to be fully vaccinated. Medical exemptions may be accommodated upon request.

RYCOM welcomes and encourages applications from people with disabilities. Accommodation is available on request for candidates taking part in all aspects of the selection process.