



Network Support Technician

Channel Zero Inc. (CHZ) has an opportunity for a Full-time Network Support Technician at our Toronto office in The Junction (Keele & Dundas).

As a Network Support Technician you will oversee LAN and WAN switches, routers, wireless, security devices and structured cabling to ensure that all Network connected equipment is fully operational. This role on our Network Services team involves working with business unit and divisional staff and vendors, to maintain the effectiveness, availability, reliability and security of technology services.

Key Responsibilities:

- Oversee gateways, bridges, routers, local and remote controllers to ensure all Network connected equipment are fully operational.
- Run cabling as per the specifications set for by team manager.
- Analyze and interpret error codes, fault conditions and system responses to determine action required to return the network to normal operation. Tracks network status to correct deficiencies using network monitoring equipment.
- Work with business unit and divisional staff and vendors, to maintain the effectiveness, availability, reliability and security of information technology services.
- Monitor the information technology services and Infrastructure physical environment and operating conditions, to ensure performance, security and environmental control, to detect and investigate failures and deficiencies, and to develop and execute plans to correct these and/or escalate problems.
- Respond to user problems/requests related to hardware, configuration and connectivity problems. Diagnose and resolve problems associated with network connectivity.
- Maintain and update online database for tracking Network issues.
- Liaise with Systems and Network Operation in the resolution of operational network problems.
- Move, configure and install computer systems, network equipment and related devices.
- Participate in technical project teams to design, implement and provide support for Information Technology Services, carry out changes to network hardware, associated microcode, infrastructure cabling and carrier services.
- Create and maintain documentation related to network connectivity, including configuration diagrams.
- Maintain inventory of network cards, cables, adapters and related cabling supplies.
- Test wireless network connectivity within remote sites that spans over multiple floors and sites.
- Maintain current documentation and complete trouble tickets to resolve issues when required.
- Maintain inventory of required equipment and perform regular audits to ensure availability of hardware as well as preparing hardware returns.

Qualifications:

- Post-secondary education in Data Communication, Computer Science, or Engineering, or an equivalent recognized network certification such as CCNA or CCNP, or an equivalent combination of education and experience.
- Experience in the implementation and management of Structured Cabling Systems for computer networked environments and overseeing the quality and completion of work.
- Experience in engaging ISP to troubleshoot WAN related issues to resolve in a timely manner.
- Experience working in Broadcast is preferred but not required.



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- Knowledge of networks, network operating systems, network devices, network design principles, network analysis and telecommunication infrastructure.
- Conceptual, analytical and problem-solving skills.
- Commitment to customer service, performance quality, and continuous improvement.
- Excellent interpersonal, oral and written communication skills to provide troubleshooting and support, prepare technical documentation and reports on problems, and deal effectively with all levels of management and staff.
- Ability to work effectively as a member of a team and work independently, as required.
- Ability to work days, afternoons, nights or other shifts (temporary or long-term), including weekends, as required.
- Ability to lift up to 60 pounds

Quoting ref# CHZ-NST-2025-08, please send your résumé with cover letter and salary expectations, in confidence to: careers@chz.com(no phone calls please)

Channel Zero Inc. is a member of the Channel Zero group of companies and along with its subsidiaries, affiliates, and related companies is an equal opportunity employer dedicated to diversity in its workforce. Please note that all qualified candidates are encouraged to apply but applications from Canadians and permanent residents will be given priority. We thank all applicants for their interest; however, only selected candidates will be contacted. No telephone calls or agencies please. If you require accommodations at this or any stage of the recruitment process, please inform us as soon as possible by sending an email to careers@chz.com

About Channel Zero Inc.

Channel Zero is an independent Canadian media company that owns over-the-air channel CHCH-TV and a bouquet of specialty channels including Rewind, Silver Screen Classics. Channel Zero's digital sales agency Junction Digital offers advertisers marketing solutions on our owned and operated websites and social media platforms and beyond, via our trading desk. The film division of Channel Zero features Quat Media, an Academy Award® winning film sales and distribution company and Channel Zero Studios, a creative production arm that brings scripted and unscripted projects to life with innovative partnerships. Channel Zero's head office is located in Toronto, Ontario. For more information, please visit chz.com.



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