

MEMORANDUM OF AGREEMENT

B E T W E E N:

BELL ALIANT REGIONAL COMMUNICATIONS, L.P. (the "Company")
- and -
CEP ATLANTIC COMMUNICATIONS COUNCIL (the "Council")

Whereas the Company and the Council are bound by the terms of a collective agreement signed on June 21, 2007 ("the Collective Agreement");

And whereas the Collective Agreement provides that there will be Standard Entry Level Qualifications (SELQs) with respect to each classification;

And whereas the Council filed policy grievances (2006-0016-1, 2006-0015-4, and 2006-0034-4) ("the Policy Grievances"), with respect to the SELQs set by the company;

And whereas individual employees filed grievances (2006-0031-3, 2006-0019-4, 2006-0026-4, 2006-0028-4, 2006-0029-4, 2006-0030-4, 2006-0038-4, 2006-0022-4, 2006-0020-4, 2006-0018-4, 2006-0033-1, 2006-0025-1, 2006-0034-1, 2006-0031-1, 2006-0020-4, 2007-001-1, 2007-0032-1) ("the Individual Grievances"), with respect to the SELQs set by the Company;

And whereas the parties wish to resolve the issues raised by the Policy and Individual Grievances;

Now therefore the parties, on a without prejudice basis, agree as follows:

1. The SELQs for each classification will be as set out in Appendix A to this Memorandum of Agreement, entitled "Bell Aliant's SELQs for CEPACC Unionized Job Classifications (Revised February 2010)";
2. If there is a need to further modify, or establish new, SELQs, changes will be reviewed with the Council before implementation;
3. The Policy Grievances and the Individual Grievances will be considered resolved and withdrawn.

AGREED this ____ day of February, 2010.

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| BELL ALIANT REGIONAL COMMUNICATIONS, L.P. | CEP ATLANTIC COMMUNICATIONS COUNCIL |
| _____ Per: | _____ Per: |

Appendix A

Bell Aliant's
Standard Entry Level Qualifications (SELQs)
For
CEPACC Unionized Job Classifications
(Revised January 2010)

Administrative Representative I **(Revised version – January, 2010)**

Classification Definition

Employees who provide mail services and other basic clerical office duties, complete administrative activities supporting a group through analysis and production of reports, completion of forms, time reporting, conference and travel arrangements, update of databases, interface with internal and external parties to complete assignments.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a post secondary certificate, diploma, or degree program in arts, business, science or technology from a recognized institution

OR

B - Direct Experience:

Currently holds the classification of Administrative Representative I or has worked twelve (12) continuous months in any classification in Bell Aliant including: Administrative Representative I, Administrative Representative II, **Apparatus Technician I, Apparatus Technician II, Building Equipment Technician, Building Maintenance Technician**, Business Service Representative, Business Service Technician, Cable Technician, Client Site Service Representative I, Client Site Service Representative II, Consumer Service Representative, Consumer Service Technician, Data Operator, Facilities Representative, Financial Representative I, Financial Representative II, **Garage Mechanic, General Technician**, Help Desk Representative, Implementation Coordinator, IP Services Technician, **Line Technician, Logistics Technician I**, Logistics Technician II, Network Equipment Technician, Network Representative I, Network Representative II, Network Technician, Operator, Printer, Quality Assurance Representative, **Security Operations Administrator**, Service Advisor, Service Support Technician, Specification Writer, Systems Representative I, Systems Representative II or Telesales Representative.

OR

C - Related Training & Experience:

One (1) year of continuous related work experience in administrative support and formal training that includes the successful completion of Microsoft Excel and Microsoft Word training.

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously.

Skills/Knowledge:

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Customer service skills

Dealing with ambiguity

Keyboarding skills

Multi-task skills (i.e., think/listen/type and think/talk/type)

Problem solving skills

Other:

Keyboarding assessment may be required

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Administrative Representative II **(Revised version – July, 2008)**

Classification Definition

Employees who complete administrative activities supporting a group through analysis and production of reports and information, completion of forms, time reporting, conference and travel arrangements, update of databases, interface with internal and external parties to complete assignments. May regularly interface with external customers to satisfy routine customer requests or transactions. May regularly distribute work within a group to ensure priorities are set and schedules met.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a post secondary certificate, diploma, or degree program in arts, business, science or technology from a recognized institution

OR

B - Direct Experience:

Currently holds the classification of Administrative Representative II or has worked twelve (12) continuous months in the classification of Administrative Representative I, Administrative Representative II, Business Service Representative, Consumer Service Representative, Facilities Representative, Financial Representative II, Network Representative I, Systems Representative I or Systems Representative II.

OR

C - Related Training & Experience:

Two (2) years of continuous work experience in administrative support and formal training that includes the successful completion of Microsoft Excel, Microsoft Word, Microsoft PowerPoint and Microsoft Outlook.

Or

Two (2) years of continuous work experience as an Operator and formal training that includes the successful completion of Microsoft Excel, Microsoft Word, Microsoft PowerPoint and Microsoft Outlook.

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously.

Skills/Knowledge:

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft PowerPoint, Microsoft Word

Customer service skills

Dealing with ambiguity

Keyboarding skills

Multi-task skills (i.e., think/listen/type and think/talk/type)

Problem solving skills

Other:

Keyboarding assessment may be required

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Apparatus Technician I **(Revised version – July, 2008)**

Classification Definition

Employees engaged in the basic repair and/or refurbishment of communications equipment.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a post secondary certificate or diploma program in Electronics Technology at a recognized technical training institute

OR

B - Direct Experience:

Currently holds the classification of Apparatus I or has worked twelve (12) continuous months in any classification at Bell Aliant.

OR

C - Related Training & Experience:

An equivalent combination of formal training and experience related to repair and refurbishment of communications or other electrical/electronic equipment.

Ability Requirements of the Position

Physical:

Bend and reach repetitively

Lift up to 50lbs.

Skills/Knowledge:

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Apparatus Technician II **(Revised version – July, 2008)**

Classification Definition

Employees engaged in the testing, conversion and major repair of communications equipment.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a 2 or 3 year certificate/diploma program in Electronics Technology at a recognized technical training institute

OR

B - Direct Experience:

Currently holds the classification of Apparatus Technician II or has worked for twelve (12) continuous months in the classification of Apparatus Technician I, Apparatus Technician II, Business Service Technician, Consumer Service Technician, General Technician, Logistics Technician I or Logistics Technician II.

OR

C - Related Training & Experience:

An equivalent combination of formal training and experience related to the testing and major repair of communications or other electrical/electronic equipment.

Ability Requirements of the Position

Physical:

Bend and reach repetitively

Lift up to 40lbs.

Skills/Knowledge:

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Building Equipment Technician **(Revised version – January, 2010)**

Classification Definition

Employees engaged in the maintenance and repair of building equipment, including electrical and mechanical systems such as refrigeration, ventilation, heating, generators and similar equipment.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a diploma from a recognized educational institution in at least one of the following trades – Industrial Electrician, Industrial Mechanic, Refrigeration Technician, **Electrician**, **Carpenter** and Stationary Engineer.

OR

B - Direct Experience:

Currently holds the classification of Building Equipment Technician or has worked twelve (12) continuous months in the classification of Building Equipment Technician.

OR

C - Related Training & Experience:

An equivalent combination of formal training and experience related to building equipment maintenance and repair.

Ability Requirements of the Position

Physical:

N/A

Skills/Knowledge:

Analytical skills

Communication skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft PowerPoint, Microsoft Word

Troubleshooting and Resolution skills

Other:

Travel using various modes of transportation in all kinds of weather

Valid Driver's License

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Building Maintenance Technician **(Revised version – July, 2008)**

Classification Definition

Employees engaged in the cleaning and general maintenance of Company premises, furniture, and fixtures including minor repairs and adjustments.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a trade qualification in one of the building trades, such as carpentry, electrical, plumbing, HVAC

OR

B - Direct Experience:

Currently holds the classification of Building Maintenance Technician or has worked twelve (12) continuous months in the classification of Building Equipment Technician or Building Maintenance Technician

OR

C - Related Training & Experience:

An equivalent combination of training and experience related to building maintenance

Ability Requirements of the Position

Physical:

Climb ladders

Good colour vision

Lift up to 60 lbs.

Work outdoors

Skills/Knowledge

Communication skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel

Other:

Valid Driver's License

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Business Service Representative **(Revised version – July, 2008)**

Classification Definition

Employees who respond (inbound and outbound) to business customer requests for Company products, services, equipment and billing. Responsible to promote and sell Company products and services for the business market. Collects accounts, maintains and updates all customer account information and service request information. May perform specialized functions to support unique aspects of a customer's service, e.g. data services and implementation of new customer systems.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a post secondary certificate, diploma, or degree program in arts, business, science or technology from a recognized institution

OR

B - Direct Experience:

Currently holds the classification of Business Service Representative or has worked twelve (12) continuous months in the classification of Business Service Representative, Quality Assurance Representative, Service Advisor, or Telesales Representative or has worked eighteen (18) continuous months in the classification of Consumer Service Representative.

OR

C - Related Training & Experience:

Two (2) years of continuous work experience as a sales & service consultant for business clients, combined with one (1) year of experience at Bell Aliant.

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously.

Skills/Knowledge:

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Customer service skills

Dealing with ambiguity

Keyboarding skills

Multi-task skills (i.e., think/listen/type and think/talk/type)

Problem solving skills

Relationship building skills

Sales skills

Other:

Keyboarding assessment may be required

Shift work

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Business Service Technician **(Revised version – July, 2008)**

Classification Definition

Employees whose primary responsibilities are the installation, maintenance and repair of services provided to business customers, including key and PBX equipment. Includes employees designated as SMC.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of either an electrical/electronic engineering or computer technology program at a recognized technical training institute or a university science degree in engineering, computers or other relevant field

OR

B - Direct Experience:

Currently holds the classification of Business Service Technician or has worked twelve (12) continuous months in the classification of Business Service Technician, Client Site Service Representative I, Client Site Service Representative II, Network Equipment Technician or Network Technician

OR

C - Related Training & Experience:

Two (2) years of continuous work experience as a Consumer Service Technician, Implementation Coordinator or IP Services Technician and formal training that includes completion of one of the following:

1) TCP/IP (INN1061), ABCs of Data Networking (INN1011), and Internetworking Fundamentals (INN1211) - on-line courses

OR

2) A 2 or 3 year Certificate/Diploma in an Information Technology program

OR

3) Currently holds a valid IT industry network certification such as CISCO (CCENT or higher), Nortel (NCSS or higher) and/or Microsoft.

Ability Requirements of the Position

Physical:

Climb poles on a daily basis (using ladders, spurs and other tools)

Frequent lifting and/or carrying of objects weighing up to 50lbs., lift 100 lbs.

Good colour vision

Work effectively aloft

Skills/Knowledge:

Communication skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Customer service skills

Dealing with ambiguity

Problem solving skills

Other:

Basic Offshore Survival training, where required

Flying in helicopters and fixed wing aircraft to remote locations and oil rigs may be a requirement

Travel using various modes of transportation in all kinds of weather

Valid Driver's License

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Cable Technician **(Revised version – January, 2010)**

Classification Definition

Employees engaged in the construction, termination, repair, splicing and maintenance of aerial, underground, and submarine cable and related equipment.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of an electrical/electronic engineering technology program at a recognized technical training institute or a university science degree in engineering or other relevant field

Or

B - Direct Experience:

Currently holds the classification of Cable Technician or has worked for twelve (12) continuous months in the classification of Business Service Technician, Cable Technician, Network Equipment Technician, Network Technician, **Service Support Technician** or **twelve (12) months of field experience as a Business Service Technician** or **eighteen (18) months of field experience as a Consumer Service Technician**

OR

C - Related Training & Experience:

Two (2) years of continuous related field work experience as a technician in a communications technology firm/department and formal training that includes completion of one of the following:

1) Basic Transmission Appreciation course (L928e) and DSL Overview training

OR

2) A 2 or 3 year Certificate/Diploma in an Information Technology program

OR

3) A Certified Linesman course

Ability Requirements of the Position

Physical:

Climb poles on a daily basis (using ladders, spurs and other tools)

Good colour vision

Lift heavy equipment

Work effectively aloft

Work in confined spaces

Skills/Knowledge:

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Customer service skills

Dealing with ambiguity

Problem solving skills

Other:

Flying in helicopters and fixed wing aircraft to remote locations and oil rigs may be required

Travel using various modes of transportation in all kinds of weather

Valid Driver's License

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Client Site Service Representative I **(Revised version – July, 2008)**

Classification Definition

Employees engaged in the on-site support and deployment of IT hardware and software for internal and external customers.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a diploma from an Information Technology program (including an area of Microcomputer Support) at an accredited technical training institute and A+ certification

OR

A current MCSE (Microsoft Certified Systems Engineer) certification and A+ certification

OR

B - Direct Experience:

Currently holds the classification of Client Site Service Representative I or has worked for twelve (12) continuous months in the classification of Client Site Service Representative I or Client Site Service Representative II within the last three (3) years

OR

C - Related Training & Experience:

Twelve (12) continuous months with IT support related experience (Helpdesk Managed IT Services) at Bell Aliant or twelve (12) continuous months in a microcomputer or server support environment

Plus

A+ certification

Plus

Written and successfully completed MCP (Microsoft Certified Professional)

Ability Requirements of the Position

Physical:

Working with a computer

Bend and reach repetitively

Lift up to 30 lbs.

Skills/Knowledge:

Troubleshooting and resolution skills

Communications skills – verbal and written

Customer service focus and interpersonal skills

Ability to learn new technologies as they arise

Dealing with ambiguity

Keyboarding skills

Multi-task skills (i.e. think/listen/type and think/talk/type)

Problem solving skills

Analytical skills

Other:

Valid Driver's License

Required to travel to multiple client sites daily

Possible Overnight and inter-provincial travel using various modes of transportation in all kinds of weather

Ability to diagnose and repair computer system assessment may be required

Performance Requirements:

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PP&A.

Client Site Service Representative II **(Revised version – July, 2008)**

Classification Definition

Employees engaged in providing complex IT support and deployment for Bell Aliant and Bell Aliant customers (Enterprise & SMB). May distribute work within a group or act as a point of escalation to ensure priorities are set and schedules met. May be required to contact external customers and complete special projects.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a diploma or degree from an Information Technology program (including an area of microcomputer support, server support and network support) at an accredited technical training institute combined with a current & valid applicable IT industry & vendor certifications including A+, Server+, Network+ and MCSE completion.

OR

B - Direct Experience:

Currently holds the classification of Client Site Service Representative I or Client Site Service Representative II, with three (3) years of continuous work experience in this area.

OR

C - Related Training & Experience:

Currently holds the classification of Client Site Service Representative I, Client Site Service Representative II, IP Services Technician, Business Service Technician or Network Technician with two (2) years of continuous work experience in this area.

Plus

Written and successfully completed MCSE (Microsoft Certified Systems Engineer), and MCDST (Microsoft Certified Desktop Support Technician)

Ability Requirements of the Position

Physical:

Working with a computer
Bend and reach repetitively
Lift up to 30 lbs.

Skills/Knowledge:

Troubleshooting and resolution skills
Communications skills – excellent verbal and written
Ability to coordinate multiple activities and staff for small projects
Exceptional customer service focus
Interpersonal skills
Ability to learn new technologies as they arise
Dealing with ambiguity
Keyboarding skills
Multi-task skills (i.e. think/listen/type and think/talk/type)
Problem solving skills
Delegation skills
Analytical skills

Other:

Valid Driver's License
Required to travel to multiple client sites daily

Possible Overnight and inter-provincial travel using various modes of transportation in all kinds of weather.
Ability to diagnose and repair computer system assessment may be required

Performance Requirements:

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Consumer Service Representative **(Revised version – July, 2008)**

Classification Definition

Employees who respond (inbound and outbound) to consumer customer requests for Company products, services, equipment and billing. Responsible to promote and sell Company products and services for consumer markets. Collects accounts, maintains and updates all customer account information and service request information. May also perform these functions for wireless business customers. May perform specialized functions to support unique aspects of a customer's service.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a post secondary certificate, diploma, or degree program in arts, business, science or technology from a recognized institution

OR

B - Direct Experience:

Currently holds the classification of Consumer Service Representative or has worked for twelve (12) continuous months in the classification of Administrative Representative II, Business Service Representative, Business Service Technician, Client Site Service Representative I, Client Site Service Representative II, Consumer Service Representative, Consumer Service Technician, Facilities Representative, Financial Representative II, Help Desk Representative, IP Services Technician, Network Representative I, Network Representative II, Operator, Quality Assurance Representative, Service Advisor, Systems Representative II, or Telesales Representative.

OR

C - Related Training & Experience:

Two (2) years of continuous work experience as a sales and service consultant for consumer clients, combined with one (1) year of experience at Bell Aliant.

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously.

Skills/Knowledge:

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Customer service skills

Dealing with ambiguity

Keyboarding skills

Multi-task skills (i.e., think/listen/type and think/talk/type)

Problem solving skills

Relationship building skills

Sales skills

Other:

Keyboarding assessment may be required

Shift work

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Consumer Service Technician **(Revised version – July, 2008)**

Classification Definition

Employees whose primary responsibilities are the installation, maintenance and repair of services provided to residential and small business customers. May perform installation, maintenance, repair and coin collection of payphone services.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of either an electrical/electronic engineering or computer technology program at a recognized technical training institute or a university science degree in engineering, computers or other relevant field

OR

B - Direct Experience:

Currently holds the classification of Consumer Service Technician or worked for twelve (12) continuous months in the classification of Business Service Technician, Cable Technician, Consumer Service Technician, Client Site Service Representative I, Client Site Service Representative II, Network Equipment Technician, Network Technician, or Service Support Technician.

OR

C - Related Training & Experience:

Two (2) years of continuous work experience at Bell Aliant and formal training that includes the completion of one of the following:

1) TCP/IP (INN1061), ABCs of Data Networking (INN1011) and Internetworking Fundamentals (INN1211) - on-line courses

OR

2) A 2 or 3 year Certificate/Diploma in an Information Technology program

OR

3) Currently holds a valid IT industry network certification such as CISCO (CCENT or higher), Nortel (NCSS or higher) and/or Microsoft.

Ability Requirements of the Position

Physical:

Climb poles on a daily basis (using ladders, spurs and other tools)

Good colour vision

Lift heavy equipment

Work effectively aloft

Skills/Knowledge:

Communication skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Customer service skills

Dealing with ambiguity

Problem solving skills

Other:

Flying in helicopters and fixed wing aircraft to remote locations and oil rigs may be a requirement.

Travel using various modes of transportation in all kinds of weather

Valid Driver's License

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Data Operator **(Revised version – July, 2008)**

Classification Definition

Employees who support and monitor systems and equipment located in the various Bell Aliant Data Centres. Duties include but not restricted to: Tape management, server installation/removal, and responding to customer troubles. May distribute work within the group and ensure priorities are set and schedules met. May be required to contact external customers and complete special projects.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a post-secondary certificate, diploma, or degree program in Information Technology or Computer Studies from a recognized institution

OR

B - Direct Experience:

Currently holds the classification of Data Operator or has two (2) years of continuous work experience in the classification of Client Site Service Representative I, Client Site Service Representative II, Data Operator, Helpdesk Representative, Implementation Coordinator, IP Services Technician, Network Representative I, Network Representative II, Network Technician or Service Advisor.

OR

C – Relating Training & Experience:

Currently holds a valid IT industry network certification such as CISCO (CCENT or higher), Nortel (NCSS or higher) and/or Microsoft.

Ability Requirements of the Position

Physical:

Sitting for extended periods of time, wearing a headset, working with a computer and using a traditional or IP telephone; simultaneously.

Ability to stand for extended periods of time.

Ability to lift equipment weighing as much as 50lbs

Skills/Knowledge:

Communication skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Visio

Analytical, troubleshooting and resolution skills

Customer Service focus and interpersonal skills

Dealing with ambiguity

Decision making skills

Ability to learn new technologies as they arise

Other:

Valid Driver's License

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Facilities Representative **(Revised version – January, 2010)**

Classification Definition

Employees who draw design specifications of outside plant facilities into cable cad system. Prepares project estimates and orders equipment from various suppliers to complete the job. Produces supporting routine orders, cable cutover and associated records.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a certificate, diploma or degree program in graphics, geomatics, science, business or technology at a recognized post-secondary institution

OR

B - Direct Experience:

Currently holds the classification of Facilities Representative or has worked for two (2) continuous years in the classification of **Business Service Representative**, Business Service Technician, Cable Technician, Client Site Service Representative I, Client Site Service Representative II, **Consumer Service Representative**, Consumer Service Technician, Facilities Representative, Help Desk Representative, Implementation Coordinator, IP Services Technician, Network Representative I, Network Representative II, Network Technician, Specification Writer, Service Advisor, Service Support Technician or Systems Representative II

OR

C - Related Training & Experience:

Minimum two (2) years of continuous work experience in a technical role in an engineering technology firm/department within the last ten (10) years.

OR

Completed accredited training in CAD, or database development & administration or system administration from an accredited educational institution, combined with two (2) years experience at Bell Aliant.

Ability Requirements of the Position

Physical:

Good colour vision

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously

Cognitive:

Analytical skills

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Keyboarding skills

Listening, Understanding & Responding skills

Multi-task skills (i.e. think/listen/type and think/talk/type)

Planning & organizing skills

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Financial Representative I **(Revised version – January, 2010)**

Classification Definition

Employees engaged in data analysis and decision making based on established guidelines for financial transactions associated with billing, payroll, contract administration and others.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a post-secondary certificate, diploma or degree program in Business, Finance, Bookkeeping or Accounting from a recognized institution

OR

B - Direct Experience:

Currently holds the classification of Financial Representative I or has worked twelve (12) continuous months in the classification of Administrative Representative I, Administrative Representative II, Business Service Representative, Business Service Technician, Cable Technician, Client Site Service Representative I, Client Site Service Representative II, Consumer Service Representative, Consumer Service Technician, Data Operator, Facilities Representative, Financial Representative I, Financial Representative II, Help Desk Representative, Implementation Coordinator, IP Services Technician, **Logistics Technician II**, Network Equipment Technician, Network Representative I, Network Representative II, Network Technician, Quality Assurance Representative, Service Advisor, Service Support Technician, Specification Writer, Systems Representative I, Systems Representative II or Telesales Representative.

OR

C- Related Training & Experience:

Two (2) years of continuous related work experience in financial support/operations/systems

Or

One (1) year of continuous related work experience in financial support/operations/systems, combined with one (1) year work experience at Bell Aliant.

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously.

Skills/Knowledge:

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Interpersonal skills

Keyboarding skills

Multi-task skills (i.e., think/listen/type and think/talk/type)

Planning & organizing skills

Problem solving skills

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Financial Representative II **(Revised version – July, 2008)**

Classification Definition

Employees engaged in data analysis, identification of alternatives and decision making for financial transactions associated with billing, payroll, contract administration, budgets and results. May distribute work within a group to ensure priorities are set and schedules met. May be required to contact external customers and complete special projects.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a post-secondary certificate, diploma or degree program in Business, Finance, Bookkeeping or Accounting from a recognized institution

OR

B - Direct Experience:

Currently holds the classification of Financial Representative II or has worked two (2) continuous years in the classification of Business Service Representative, Consumer Service Representative, Financial Representative I, Financial Representative II or Systems Representative II

OR

C - Related Training & Experience:

Two (2) years of continuous related work experience in financial analysis/support/operations/systems

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously.

Skills/Knowledge:

Analytical skills

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel-Advanced, Microsoft PowerPoint, Microsoft Word

Delegation skills

Interpersonal skills

Keyboarding skills

Multi-task skills (i.e., think/listen/type and think/talk/type)

Planning & organizing skills

Problem solving skills

Time management skills

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Garage Mechanic
(Revised version – July, 2008)

Classification Definition

Employees who are licensed mechanics and are engaged in the maintenance of Company vehicles and portable generators

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B as listed below:

A - Education:

High School Graduation Certificate and an Inter-Provincial Mechanics Certification, including Diesel Certification

OR

B - Direct Experience:

Currently holds the classification of Garage Mechanic.

Ability Requirements of the Position

Skills/Knowledge:

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Keyboarding skills

Other:

Valid 3A Driver's License

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

General Technician
(Revised version – July, 2008)

Classification Definition

Employees engaged in the support of field and customer service operations through activities such as coin collection, fishing of conduits and installation of interior wiring including bix and jacks. May also assist with work on the loop plow.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a post-secondary certificate, or diploma from an Electrical or Electronics program which includes Basic Electricity - AC & DC.

OR

B - Direct Experience:

Currently holds the classification of Apparatus Technician I, Apparatus Technician II, Business Service Technician, Cable Technician, Consumer Service Technician, General Technician, Implementation Coordinator, IP Services Technician, Line Technician, Network Equipment Technician, Network Technician or Service Support Technician.

OR

C - Related Training & Experience:

An equivalent combination of training and experience related to field and customer service operations, including a Basic Electricity - AC & DC course.

Or

One (1) year continuous work experience at Bell Aliant and a Basic Electricity – AC & DC course from a recognized training institute.

Ability Requirements of the Position

Physical:

Good colour vision

Lift up to 50 lbs.

Skills/Knowledge:

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet

Keyboarding skills

Other:

Valid Driver's License

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Help Desk Representative **(Revised version – July, 2008)**

Classification Definition

Employees who are responsible for responding to contacts from consumer and business customers for repair and troubleshooting assistance. Responsible to assist the customer in resolving issues. Ensures associated customer records and systems are updated. May refer issues to technical support where appropriate.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a post secondary certificate or diploma program in business administration, computer/Information technology, electrical/electronic engineering technology program or a university degree in business, engineering, science or computer science or other related field.

OR

B - Direct Experience:

Currently holds the classification of Help Desk Representative or has worked twelve (12) continuous months in the classification of Business Service Representative, Business Service Technician, Client Site Service Representative I, Client Site Service Representative II, Consumer Service Representative, Consumer Service Technician, Data Operator, Facilities Representative Financial Representative II, Help Desk Representative, IP Services Technician, Quality Assurance Representative, Service Advisor, Service Support Technician, Systems Representative II, or Telesales Representative

OR

C - Related Training & Experience:

Two (2) years of continuous related work experience in troubleshooting and resolution in a service desk environment.

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously.

Skills/Knowledge:

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Customer service skills

Dealing with ambiguity

Troubleshooting and resolution skills

Other:

Shift work

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Implementation Coordinator **(Revised version – January, 2010)**

Classification Definition

Employees engaged in taking field details on outside plant for the purpose of determining plant requirements for service provisioning and associated work. May produce supporting routine orders, cable cutover and associated records.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of either an electrical/electronic engineering or computer technology program at a recognized technical training institute or a university science degree in engineering, computers or other relevant field

OR

B - Direct Experience:

Employees may qualify to be an Implementation Coordinator in one of two separate ways. Employees will qualify for the Implementation Coordinator role if they have two years of experience working in the Business Service Technician, Cable Technician or Consumer Service Technician or Implementation Co-ordinator role. Alternatively, employees will qualify for the Implementation Coordinator role with one year of work experience in any of the Building Equipment Technician, Client Site Services Representative II, Facilities Representative, Implementation Coordinator, Line Technician, Network Equipment Technician, Network Technician, Service Advisor, Service Support Technician, or Specification Writer classification along with one year of field experience working in the Business Service Technician, Cable Technician or Consumer Service Technician role.

OR

C - Related Training & Experience:

Undergraduate degree in Science or Business combined with a minimum of either 3 years of continuous related work experience in a technical role in an engineering technology firm / department within the last five (5) years or three (3) continuous years of work experience in at least one of the following classifications: Business Services Technician, Cable Technician, Client Site Service Representative II, Consumer Service Technician, Facilities Representative, Line Technician, Network Equipment Technician, Network Technician, Specification Writer or Service Advisor.

Ability Requirements of the Position

Physical:

Good colour vision

Lift heavy equipment

Sitting, standing, walking for long periods of time

Travel over rough terrain

Working with a computer and using the internal telephone system, simultaneously

Skills/Knowledge:

Analytical skills

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft PowerPoint, Microsoft Word

Interpersonal skills

Keyboarding skills

Multi-task skills (i.e., think/listen/type and think/talk/type)

Planning & organizing skills
Problem solving skills
Project management skills
Time management skills

Other:

Aptitude and technical assessment may be required
Valid Driver's License

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

IP Services Technician **(Revised version – January 2009)**

Classification Definition

Employees engaged in the provisioning, testing, trouble shooting and support of internal and external customer IP based network applications. Responsible for the administration of customers' broadband network applications which may include web design and new product development. Interface directly with business customers on a regular basis to provide these services.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of either an electrical/electronic engineering or computer technology program at a recognized technical training institute or a university science degree in engineering, computers or other relevant field and currently holds a valid applicable IT industry and/or vendor certification

OR

B - Direct Experience:

Currently holds the classification of IP Services Technician or has worked for twelve (12) continuous months in the classification of IP Services Technician or Service Advisor.

OR

C - Related Training & Experience:

Two (2) years of continuous work experience as a Business Service Technician or a Network Technician and formal training that includes one of the following:

1) a Minimum One (1) year Certificate/Diploma in a relevant Information Technology IP based program

Or

2) Currently holds a valid applicable IT industry and/or vendor certification {i.e., Microsoft Certified Systems Engineer (MCSE), Certified Novell Engineer (CNE), Cisco Certified Internetworking Professional (CCIP), Cisco Certified Network Professional (CCNP)}

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously.

Skills/Knowledge:

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Customer service skills

Keyboarding skills

Troubleshooting and resolution skills

Other:

Shift work

Performance Requirements:

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Line Technician **(Revised version – January, 2010)**

Classification Definition

Employees engaged in construction and maintenance of items of outside plant. This classification also includes employees engaged in the installation and maintenance of equipment on towers.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of an engineering technology program at a recognized technical training institute or a university science degree in engineering or other relevant field or a certified Linesman Course

OR

B - Direct Experience:

Currently holds the classification of Line Technician or has worked for twelve (12) continuous months in the classification of Business Service Technician, Cable Technician, Consumer Service Technician, Line Technician, Network Equipment Technician or Network Technician **/or holds the classification of a Client Site Service Representative I or Client Site Service Representative II and have previously had 12 months of field experience as a Consumer Service Technician, Business Service Technician or Cable Technician.**

OR

C - Related Training & Experience:

Two (2) years of continuous related field work experience as a Technician in a communications technology or other related firm/department and formal training that includes successful completion of one of the following:

1) Basic Transmission Appreciation Course (L928e) and DSL Overview training

Or

2) A 2 or 3 year Certificate/Diploma in an Information Technology program

Ability Requirements of the Position

Physical:

Climb poles on a daily basis (using ladders, spurs and other tools)

Good colour vision

Lift heavy equipment

Travel over rough terrain

Work effectively aloft

Work in confined spaces

Skills/Knowledge:

Communication skills - verbal and written

Computer skills: Email: Outlook and MSN, Intranet/Internet

Keyboarding skills

Other:

Flying in helicopters and fixed wing aircraft to remote locations and oil rigs may be a requirement

Operation of Cable Placers, Corner mounts and other equipment

Travel using various modes of transportation in all kinds of weather

Valid Driver's License

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Logistics Technician I
(Revised version – July, 2008)

Classification Definition

Employees engaged in selecting, packing and shipping of material from Company storerooms.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

High School Graduation Certificate and 1 year of continuous work experience in inventory control, material handling and warehousing.

OR

B - Direct Experience:

Currently holds the classification of Logistics Technician I or has worked twelve (12) continuous months in any classification at Bell Aliant.

OR

C - Related Training & Experience:

1 year of continuous related work experience in inventory control, material handling and warehousing.

Ability Requirements of the Position

Physical:

Lift heavy equipment

Walking for extended periods of time

Work effectively aloft

Skills/Knowledge:

Communication skills - verbal and written

Computer skills: Email: Outlook and MSN, Intranet/Internet

Keyboarding skills

Other:

Operation of all types of material handling equipment such as forklifts, pallet jacks, wrappers and loading ramps.

Valid Driver's License

Performance Requirements:

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Logistics Technician II **(Revised version – July, 2008)**

Classification Definition

Employees engaged in inventory control, vendor contact, ordering of supplies and maintaining related records.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

High School Graduation Certificate and two (2) years of continuous work experience in managing inventories and systems.

OR

B - Direct Experience:

Currently holds the classification of Logistics Technician II or has worked twelve (12) continuous months in the classification of Apparatus Technician II, Facilities Representative, Logistics Technician I or Logistics Technician II.

OR

C - Related Training & Experience:

2 years of continuous related work experience in managing inventories and systems.

Ability Requirements of the Position

Physical:

Lift heavy equipment

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously.

Skills/Knowledge:

Communication skills - verbal and written

Computer skills: Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Keyboarding skills

Multi-task skills (i.e., think/listen/type and think/talk/type)

Other:

Operation of equipment such as forklifts and pallet jacks

Valid Driver's License

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Network Equipment Technician **(Revised version – January, 2010)**

Classification Definition

Employees engaged in the installation, commissioning, rearrangement, removal and repair of network equipment, power, cellular site equipment, equipment on customer premises, and related equipment.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of either an engineering or computer technology program at a recognized technical training institute or a university science degree in engineering, computers or other relevant field

OR

B - Direct Experience:

Currently holds the classification of Network Equipment Technician or has worked twelve (12) continuous months in the classification of Business Service Technician, IP Services Technician, Network Equipment Technician or Network Technician.

OR

C - Related Training & Experience:

EITHER:

Two (2) years of continuous work experience as a Consumer Service Technician, Implementation Coordinator or IP Services Technician and formal training that includes completion of one of the three following options:

- 1) TCP/IP (INN1061), ABCs of Data Networking (INN1011), and Internetworking Fundamentals (INN1211) - on-line courses**
- 2) A 2 or 3 year Certificate/Diploma in an Information Technology program**
- 3) Currently holds a valid IT industry network certification such as CISCO (CCENT or higher), Nortel (NCSS or higher) and/or Microsoft.**

OR

Two (2) years of continuous related field work experience as a Technician In a Communications Technology Firm\ Department.

Ability Requirements of the Position

Physical:

Climb poles on a daily basis (using ladders, spurs and other tools)

Good colour vision

Lift up to 50 lbs.

Travel over rough terrain

Work effectively aloft

Skills/Knowledge:

Analytical skills

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet

Decision making skills

Keyboarding skills

Troubleshooting and resolution skills

Other:

Flying in helicopters and fixed wing aircraft to remote locations may be required

Travel using various modes of transportation on all kinds of weather

Valid Driver's License

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Network Representative I **(Revised version – July, 2008)**

Classification Definition

Employees who analyze and/or prepare orders and/or reports relating to facilities, equipment, traffic, engineering, translation, circuit orders, outside and inside plant facilities or switches which relate to the network resources. May be engaged in the entry and analysis of data and prepare and write specifications.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of either an electrical/electronic engineering or computer technology program at a recognized technical training institute or a University Degree in arts, business, science or technology from a recognized institution

OR

B - Direct Experience:

Currently holds the classification of Network Representative I or has worked twelve (12) continuous months in the classification of Business Service Representative, Business Service Technician, Cable Technician, Client Site Service Representative I, Client Site Service Representative II, Consumer Service Representative, Consumer Service Technician, Data Operator, Facilities Representative, Help Desk Representative, Implementation Coordinator, Network Equipment Technician, Network Representative I, Network Representative II, Network Technician or Service Support Technician.

OR

C - Related Training & Experience:

Two (2) years work experience in a communications network/switching firm combined with one (1) year of work experience at Bell Aliant.

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously.

Skills/Knowledge:

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Keyboarding skills

Multi-task skills (i.e. think/listen/type and think/talk/type)

Other:

Keyboarding assessment may be required

Shift work

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Network Representative II **(Revised version – January, 2010)**

Classification Definition

Employees who analyze and/or prepare orders and/or reports relating to facilities, equipment, traffic, engineering, translation, circuit orders, outside and inside plant facilities or switches which relate to the network resources. Regularly distributes work within a group to ensure priorities are set and schedules met.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of either an electrical/electronic engineering or computer technology program at a recognized technical training institute or a University Degree in arts, business, science or technology from a recognized institution

OR

B - Direct Experience:

Currently holds the classification of Network Representative II or has worked twelve (12) continuous months in the classification of Business Service Technician, **Consumer Service Technician**, IP Services Technician, Network Equipment Technician, Network Representative I, Network Representative II, Network Technician or Services Support Technician within the last 5 years.

OR

C - Related Training & Experience:

Two (2) years of continuous work experience in the classification of Network Equipment Technician, Network Representative I, Network Representative II or Network Technician

Or

Two (2) year of continuous related work experience in a communications network/switching firm combined with one (1) year of work experience at Bell Aliant.

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously.

Skills/Knowledge:

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Keyboarding skills

Multi-task skills (i.e. think/listen/type and think/talk/type)

Other:

Keyboarding assessment may be required

Shift work

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Network Technician **(Revised version – July, 2008)**

Classification Definition

Employees engaged in the testing, commissioning, operation, maintenance, repair, and surveillance of network related equipment, cellular and radio sites, and a variety of related equipment including hardware, software, equipment on customer premises and other associated equipment.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of either an electrical/electronic engineering or computer technology program at a recognized technical training institute or a university science degree in engineering, computers or other relevant field

OR

B - Direct Experience:

Currently holds the classification of Network Technician or has worked for twelve (12) continuous months in the classification of Business Service Technician, IP Services Technician, Network Equipment Technician or Network Technician.

OR

C - Related Training & Experience:

Successful completion of the following on line courses:

- Introduction to DMS Supernode (X0035)
- High Speed Technologies Part 1: Overview (L405e)
- Basic Telecommunications v6.0 Part 1 (L927e)

And

Currently holds a valid IT industry network certification such as Cisco (CCENT or higher) and/or Nortel (NCSS or higher)

Ability Requirements of the Position

Physical:

Climb poles on a daily basis (using ladders, spurs and other tools)

Good colour vision

Lift heavy equipment

Sitting for long periods of time, wearing a headset, working with a computer and using a 10 button telephone set, simultaneously.

Travel over rough terrain

Work effectively aloft

Skills/Knowledge:

Analytical skills

Communications skills: verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Interpersonal skills

Keyboarding skills

Multi-task skills (i.e. think/listen/type and think/talk/type)

Planning and organizing skills

Problem solving skills

Project management skills

Time management skills

Other:

Flying in helicopters and fixed wing aircraft to remote locations and oil rigs may be required

Travel using various modes of transportation in all kinds of weather
Valid Driver's License

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Operator
(Revised version – July, 2008)

Classification Definition

Employees who respond to inbound customer requests for directory assistance, toll calls, rate and route, fringe radio calls, marine calls, SOST conferencing, TDD relay and emergency assistance.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

High School Graduation Certificate

OR

B - Direct Experience:

Currently holds the classification of Operator

OR

C - Related Training & Experience:

Equivalent combination of training and experience related to customer service

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10 button telephone set, simultaneously

Skills/Knowledge:

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet

Customer service skills

Dealing with ambiguity

Keyboarding skills

Problem solving skills

Other:

Keyboarding, spelling and understanding of localities assessments may be required

Shift work

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Printer
(Revised version – July, 2008)

Classification Definition

Employees engaged in printing, binding, production of printed material. May also be engaged in graphic design using desktop publishing software.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a certificate or diploma in graphic design from a recognized post-secondary institution

OR

B - Direct Experience:

Currently holds the classification of Printer

OR

C - Related Training & Experience:

Two (2) years of continuous work experience in a printing/graphic design firm

Ability Requirements of the Position

Physical:

Lift up to 50lbs.

Repetitive bending and reaching

Skills/Knowledge:

Communication skills - written and verbal

Computer skills - Email: Outlook and MSN, Graphic Design applications, Intranet/Internet, Macintosh programs, Microsoft Excel, Microsoft PowerPoint, Microsoft Word

Keyboarding skills

Organizing and planning skills

Other:

Operation of a pallet jack and cutting equipment

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Quality Assurance Representative **(Revised version – July, 2008)**

Classification Definition

Employees whose primary responsibilities include remote listening, evaluation of front line representative customer interactions, identification of areas of call flow and customer contact improvement. The findings/assessments are shared with the managers and supervisors.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B as listed below:

A - Education:

Successful completion of a post secondary certificate, diploma, or degree program in arts, business, science or technology from a recognized institution

OR

B - Direct Experience:

Currently holds the classification or has worked for twelve (12) continuous months in the classification of Quality Assurance Representative or has two (2) years of continuous work experience as a Business Service Representative, Consumer Service Representative, Help Desk Representative, Service Advisor or Telesales Representative.

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously.

Skills/Knowledge:

Adapting to Change

Analytical skills

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Customer service skills

Dealing with ambiguity

Keyboarding skills

Listening Skills

Multi-task skills (i.e. think/listen/type and think/talk/type)

Planning & organizing skills

Problem solving skills

Relationship building skills

Self direction

Strong Team Work skills

Time Management skills

Other:

Keyboarding assessment may be required

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Security Operations Administrator **(Revised version – January, 2009)**

Classification Definition

Employees who are responsible for security support and account management functions on multiple business applications for both Bell Aliant and external customers. Responsible for completing customer access requests, termination of security access upon user departure, completing and filing requests to comply with auditing standards, utilizing current systems ensuring requests are resolved in accordance with established Service Level Agreement's, update procedures and process documentation. Provide support for security access related issues. May distribute work within a group to ensure priorities are set and schedules met. May be required to contact external customers and complete special projects.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a 2 or 3 year diploma or degree program in Information Technology or Computer Studies from an accredited technical training or recognized institute

OR

A current MCSA (Microsoft Certified Systems Administrator) certification or equivalent

OR

B - Direct Experience:

Currently holds the classification of Security OPS Administrator or has three (3) years of continuous work experience in the classification of Client Site Service Representative I, Client Site Service Representative II, Data Operator or Help Desk Representative.

OR

C - Related Training & Experience:

1) Three (3) years of continuous work experience in an IT Service Desk or Security Support related environment.

Or

2) Three (3) years of continuous work experience in any classification within Bell Aliant combined with successful completion of the following exam from a recognized training institute:

- Implementing and Administering Security in a Microsoft Windows Server 2003 Network (Microsoft Learning – Exam 70-299) or equivalent

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously.

Skills/Knowledge:

Analytical skills

Communications skills - verbal and written

Computer skills - Email: Outlook, Intranet/Internet, Microsoft Excel - Advanced, Microsoft Word, Remedy

Customer Service Skills

Dealing with Ambiguity

Decision making skills

Keyboarding skills

Multi-task skills (i.e., think/listen/type and think/talk/type)

Problem Solving Skills

Troubleshooting and resolution skills

Time Management Skills

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Service Advisor
(Revised version – January, 2010)

Classification Definition

Employees whose primary responsibilities are the support and training of software applications and terminal equipment of business systems provided to business customers; including Key, PBX, Centrex & VOIP equipment. Responsible to develop and design customer training documentation for existing & new product introductions, to both managed & outright sale customers. May perform specialized functions to support managed call centre customers 800 service routing and ACD call flow. May be required to participate in special projects on evolving technology.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a post secondary certificate, diploma, or degree program in arts, business, science or technology from a recognized institution

OR

B - Direct Experience:

Currently holds the classification of Service Advisor, **Business Service Representative**, Business Services Technician, IP Services Technician, Client Site Service Representative I, Client Site Service Representative II, or Telesales Representative or has worked for two (2) continuous years in one of these classifications within the last 3 years.

OR

C – Related Training & Experience:

Two (2) years of continuous work experience as a **Business Service Representative**, Business Services Technician, IP Services Technician, Service Advisor, Client Site Service Representative I, Client Site Service Representative II or Telesales Representative and formal training that includes successful completion (passing marks on final tests) of the following:

1) TCP/IP (INN1061), ABCs of Data Networking (INN1011), Inside the Internet (INN1201) and Internetworking Fundamentals (INN1211) - on-line courses

OR

2) A 2 or 3 year Certificate/Diploma in an Information Technology program

OR

3) Currently holds a valid IT industry network certification such as CISCO (CCENT or higher), Nortel (NCSS or higher) and/or Microsoft.

Ability Requirements of the Position

Physical:

Drive vehicle for extended periods of time.

Sitting for extended periods of time, wearing a headset, working with a computer and using a traditional or IP telephone simultaneously.

Standing for extended periods of time.

Skills/Knowledge:

Analytical skills

Communication skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Visio

Customer service skills

Dealing with ambiguity

Decision making skills

Interpersonal skills

Listening, understanding & responding skills

Multi-task skills (i.e. think/listen/type and think/talk/type)

Negotiation skills

Planning & organizing skills

Presentation skills - written and verbal

Sales Skills

Technical learning skills

Time management skills

Troubleshooting and resolution skills

Other:

Overnight and inter-provincial travel using various modes of transportation in all kinds of weather.

Valid Driver's License

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Service Support Technician **(Revised version – January, 2010)**

Classification Definition

Employees engaged in dispatching the workforce. Performs testing and analysis of telecommunications plant and may provide systems support.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of either an electrical/electronic engineering or computer technology program at a recognized technical training institute or a university science degree in engineering, computers or other relevant field

OR

B - Direct Experience:

Currently holds the classification of Service Support Technician or has worked for twelve (12) continuous months in the classification of Business Service Technician, Cable Technician, Client Site Service Representative I, Client Site Service Representative II, Consumer Service Technician, Data Operator, Implementation Coordinator, IP Services Technician, Network Equipment Technician, Network Representative II, Network Technician or Service Support Technician.

Or

Currently holds the classification of Business Service Representative and successfully completes three (3) courses (including testing associated with the course) that will be determined by the Company.

OR

C - Related Training & Experience:

Two (2) years of continuous related field work experience in a communications technology firm/department and formal training that includes one of the following:

1) TCP/IP (INN1061), ABCs of Data Networking (INN1011), and Internetworking Fundamentals (INN1211) - on-line courses

OR

2) A 2 or 3 year Certificate/Diploma in an Information Technology program

OR

3) Currently holds a valid IT industry network certification such as CISCO (CCENT or higher), Nortel (NCSS or higher) and/or Microsoft.

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10 button telephone set, simultaneously

Skills/Knowledge:

Analytical skills

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Customer service skills

Dealing with ambiguity

Interpersonal skills

Keyboarding skills

Multi-task skills (i.e. think/listen/type and think/talk/type)

Planning and organizing skills

Troubleshooting and resolution skills

Other:

Keyboarding assessment may be required

Shift work

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Specification Writer
(Revised version – July, 2008)

Classification Definition

Employees responsible for all administrative functions associated with the installation, rearrangement, removal and repair of network equipment by Network Equipment Technicians. Responsibilities include writing specifications, maintaining, updating and correcting associated records, ordering associated materials and providing administrative and technical support to Network Equipment Technicians.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of either an electrical/electronic engineering or computer technology program at a recognized technical training institute or a university science degree in engineering, computers or other relevant field

OR

B - Direct Experience:

Currently holds the classification of Specification Writer or has worked twelve (12) continuous months in the classification of Network Equipment Technician, Network Representative I, Network Representative II, Network Technician, Business Service Technician, or Specification Writer within the last 10 years.

OR

C- Related Training & Experience:

Two (2) years of continuous work experience in the classification of Business Service Technician, Network Equipment Technician, Network Representative I, Network Representative II, Network Technician or Specification Writer

OR

Two (2) years continuous related work experience in a communications network/switching firm combined with two (2) years of work experience at Bell Aliant.

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10 button telephone set, simultaneously.

Skills/Knowledge:

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft PowerPoint, Microsoft Word.

Keyboarding skills

Multi-task skills (i.e. think/listen/type and think/talk/type)

Other:

Keyboarding assessment may be required

Shift work

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Systems Representative I **(Revised version – January, 2010)**

Classification Definition

Employees responsible for production and maintenance of data from Company, functional, and scheduling systems. Required to enter and analyze data, produce reports and recommend solutions based on analysis. Routinely interfaces with internal parties to satisfy requests for information and may interface with external customers.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a post secondary certificate, diploma, or degree program in arts, business, science or technology from a recognized institution

OR

B - Direct Experience:

Currently holds the classification of Systems Representative I or has worked twelve (12) continuous months in the classification of Administrative Representative I, Administrative Representative II, Business Service Representative, Business Service Technician, Cable Technician, Client Site Service Representative I, Client Site Service Representative II, Consumer Service Representative, Consumer Service Technician, Data Operator, Facilities Representative, Financial Representative I, Financial Representative II, Help Desk Representative, Implementation Coordinator, IP Services Technician, **Line Technician, Logistics Technician I**, Logistics Technician II, Network Equipment Technician, Network Representative I, Network Representative II, Network Technician, Operator, Printer, Quality Assurance Representative, Service Advisor, Service Support Technician, Specification Writer, Systems Representative I, Systems Representative II or Telesales Representative.

OR

C - Related Training & Experience:

One (1) year of continuous related work experience in administrative support and formal training that includes the successful completion of Microsoft Excel and Microsoft Word training.

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously.

Skills/Knowledge:

Analytical skills

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft Word

Decision making skills

Keyboarding skills

Multi-task skills (i.e., think/listen/type and think/talk/type)

Other:

Keyboarding assessment may be required

Shift work

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Systems Representative II **(Revised version – July, 2008)**

Classification Definition

Employees responsible for in-depth data analysis, development of solutions, data integrity and security related to multiple Company and functional systems. May be required to perform specialized system functions such as system testing, drafting and/or graphic design. May distribute work within a group to ensure priorities are set and schedules met.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B or C as listed below:

A - Education:

Successful completion of a post secondary certificate, diploma, or degree program in arts, business, science or technology from a recognized institution

OR

B - Direct Experience:

Currently holds the classification of System Representative II or has worked twelve (12) continuous months in the classification of Administrative Representative II, Business Service Representative, Consumer Service Representative, Consumer Service Technician, Facilities Representative, Financial Representative II, Network Representative I, Network Representative II, Quality Assurance Representative, Service Advisor or Systems Representative I.

OR

C - Related Training & Experience:

Two (2) years of continuous related work experience in systems support and formal training that includes the successful completion of Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Access and Microsoft Outlook.

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously.

Skills/Knowledge:

Analytical skills

Communications skills - verbal and written

Computer skills - Email: Outlook and MSN, Graphic Design applications, Intranet/Internet, Microsoft Excel - Advanced, Microsoft PowerPoint - Advanced, Microsoft Word - Advanced

Decision making skills

Keyboarding skills

Multi-task skills (i.e., think/listen/type and think/talk/type)

Other:

Keyboarding assessment may be required

Shift work

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.

Telesales Representative **(Revised version – January, 2010)**

Classification Definition

Employees who are responsible for growing and maintaining revenue for complex small accounts through relationship management and solution selling. Makes recommendations, prepares quotes and regularly interfaces with internal and external parties to satisfy customer requests.

Standard Entry Level Qualifications

An applicant will be considered to have met the Standard Entry Level Qualifications if they meet the requirements of A or B as listed below:

A - Education:

Successful completion of a 3 year post secondary diploma or university degree in Business, Commerce or Marketing from a recognized institution. Certified Sales Professional (CSP) designation would be an asset.

OR

B - Direct Experience:

Currently holds the classification of Telesales Representative or has worked twelve (12) continuous months in the classification **Business Service Representative, Business Service Technician or Telesales Representative** within the last three (3) years.

Ability Requirements of the Position

Physical:

Sitting for long periods of time, wearing a headset, working with a computer and using a 10-button telephone set, simultaneously.

Skills/Knowledge:

Business acumen

Communications skills – verbal and written

Computer skills - Email: Outlook and MSN, Intranet/Internet, Microsoft Excel, Microsoft PowerPoint, Microsoft Word

Competitive adeptness

Customer Service skills

Dealing with ambiguity

Drive for results

Ethics & values

Keyboarding skills

Listening, understanding & responding skills

Multi-task skills (i.e. think/listen/type and think/talk/type)

Planning & organization skills

Presentation skills

Problem solving skills

Relationship building skills

Sales skills - Advanced

Self development & knowledge building

Strategic thinker

Team building skills

Time management skills

Other:

Keyboarding assessment may be required

Presentation skills assessment may be required

Travel using various modes of transportation

Valid Driver's License

Performance Requirements

Applicant must have a satisfactory performance record (an Achieves or Exceeds rating) on the most recent annual PPA.