Alluvion Communications

JOB TITLE: Network/VOIP Administrator

JOB SUMMARY:

Alluvion Communications is looking for a Network/VOIP Administrator to support our current Network and Metaswitch platform. This is an immediate full-time opening. The Network Administrator designs, installs, upgrades, configures, and repairs local and wide area network hardware and infrastructure. Assists with the development, planning, implementation and verification of changes and improvements to the telephone and data telecommunications infrastructure.

The Network/VOIP Administrator reports directly to the Subsidiary Manager, with functional responsibility to the General Manager.

PRIMARY JOB RESPONSIBILITIES:

- Design, install, upgrade, configure, and repair local and wide area network hardware and infrastructure.
- Work effectively with Subsidiary Manager to develop, plan, implement, and verify changes and improvements to the telephone and data telecommunications infrastructure.
- Ensure both the data and voice networks are fault tolerant, and that recovery mechanisms which are aligned with Alluvion's Service Level Agreements are in place in the event of a fault.
- Implement and maintain equipment in a cost effective manner.
- Monitor the system for equipment failure or errors in performance.
- Provide telephone support to customers.
- Create and manipulate data and to produce reports.
- Lead projects both within and outside of their direct areas of responsibility including planning tasks, resources, and calendars to accurately estimate project completion, and communicating changes to the project plan.
- Work with management to optimize services, eliminate redundancy and assure customer satisfaction.
- The Network/VOIP Administrator position supports GRTI, Alluvion, and NTS with technical support as directed by the Subsidiary Manager.

SKILLS AND COMPETENCIES

- In-depth knowledge of and 2- 5 years of experience preferred with the following:
  - TCP/IP networks
  - Voice Platforms
  - Voice over IP (VoIP - SIP)
  - Quality of Service (QoS)
  - Data Security (Proxy, Firewalls)
- Experience with designing, implementing, maintaining, and supporting networks of complex networks.
- Strong project management skills
- Strong computer skills, including proficiency in Microsoft Office Suite
- Effective written and verbal communication skills
- Demonstrated documentations skills
- Demonstrated skill in documenting practices and procedures
- Ability to create, implement and follow standard processes
- Effective in communicating with IT associates and customers at all levels
- Effective in listening to and understanding information and ideas presented through spoken words and sentences.
- Able to read and understand information and ideas presented in writing.
- Able to arrange things or actions in a certain order or pattern according to specific rule/set of rules (e.g., numbers, letters, words, pictures, mathematical operations).
- Ability to work with frequent interruptions, pays close attention to detail, and has a high level of accuracy.
- Alert to potential problems; has ability to tell when something is, or likely to go, wrong.
- Ability to apply general rules to specific problems to produce solutions that make sense.
- Consistently demonstrates a high degree of integrity and honesty.
- Maintains strict confidentiality guidelines in accordance with company policy.
- Able and willing to continue business and technical skill development
- Coordinates and adjusts actions in relation to others' actions.

EDUCATION AND EXPERIENCE

Requirement is a Bachelor's degree in Business or a related field, plus five years of experience in telecommunications.

Note: Any equivalent combination of education, training and experience that would enable the applicant to satisfactorily perform and meet the duties required of the position may be considered in meeting the stated minimum requirements.

Experience and/or certifications in the following areas are preferred:

- CCNA
- Calix Access and Transport
- Metaswitch Softswitch
- Extreme switches
- General server knowledge

ESSENTIAL JOB FUNCTIONS

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to use hands, to sit, stoop, kneel, bend, reach with hands/arms
- Must be able to sit or stand for extended periods of time.
- May be required on occasion to lift up to 50 lbs.
- Requires the ability to speak, read, write, see, and hear to perform essential duties of the job. Must communicate clearly in English.

EQUIPMENT USED

Variety of hand tools, IP Network troubleshooting equipment, telephone; FAX machine, calculator, computer, monitor, printer, hardware and software packages, computer peripheral equipment i.e. mouse and keyboard; and Microsoft software.

ADDITIONAL REQUIREMENTS

- This position is an "on-call" position
- Will be asked to provide 39 months driving record. Position requires insurability under GRTI insurer requirements.
- Will be required to pass a pre-employment drug and alcohol test, and a background check.
- As a matter of Company policy, all employment is on an at-will basis, meaning that employment shall last for so long as mutually agreeable. Either the employee or the Company may terminate the employment at any time with or without cause.
- Preference in filling vacancies is given to qualified enrolled Gila River Indian Community Members, other Indians, and non-Indian spouses of officially enrollment Community members in accordance with Tribal Employment Rights Office (T.E.R.O.) Ordinance (No. GR-02-09, Gila River Indian Community).