



## Native Technology Solutions

**Position Title:** Special Systems Technician  
**Exempt Status:** Non-Exempt  
**Department:** Native Technology Solutions  
**Reports to:** Special Systems Supervisor  
**Date Written:** January 12, 2017 (REVISED)  
**Incumbent:** Darrell Yazzie

### Job Summary:

The Special Systems Technician performs a range of job duties related to the installation, configuration and maintenance of Voice over Internet Protocol (VoIP) Telephone Systems, Wireless Systems, Video Surveillance, Access Control (card readers), Intrusion Detection Equipment, and Internet Protocol (IP) based systems.

The Special Systems Technician reports directly to the Special Systems Supervisor or Designee.

### Job Description Duties:

- Install, configure and maintain various Transmission Control Protocol/Internet Protocol (TCP/IP) and VoIP telephone systems (i.e. Shortel and Nortel).
- Install, configure and maintain Video Surveillance (cameras), Access Control (card readers) and Intrusion Detection Equipment.
- Perform tasks associated with Special Systems equipment installation, repair and maintenance.
- Troubleshoot IP and VOIP telephone systems, and resolve problems using visual inspection and testing equipment.
- Perform Additions, Moves and Changes for IP and VOIP telephone systems, as requested by the client.
- Assist with design, configuration and recommendations for installation of IP and VOIP telephone systems.
- Work with Project Managers to develop project plans and timelines.
- Track and report job progress on scheduled and completed work.
- Work independently on key IP and VOIP telephone systems, with limited supervision.
- Maintain the inmate pay phones and use of cards on an as-needed basis

- Ensure GRTI and Subsidiary Companies Employee Handbook is understood and followed in a consistent and respectful manner.

**Note:** This job description in no way implies that these are the only duties to be performed by this employee. She/he will be required to follow any other instructions to perform any other duties as requested by her/his supervisor or designee.

## **SKILLS AND COMPETENCIES**

- Strong background in Telecommunications and/or Information Technology.
- Extensive practical and technical knowledge of the operation and programming of various IP and VoIP telephone systems, including but not limited to, voicemail and other related key systems.
- Experience with Cisco and/or ShoreTel VOIP telephone systems.
- Basic knowledge of operational testing of installed IP based and VOIP telephone systems.
- Working on BICSI Certification
- Excellent customer interface skills
- Extensive practical and technical knowledge of the operation and programming of IP and VOIP telephone systems.
- Basic understanding of structured cabling practices a plus.
- Interpret, read and understand building drawings and technical documentation.
- Knowledge of network protocols (TCP/IP, DNS, DHCP, etc)
- Troubleshoot and resolve technical issues on IP and VOIP telephone systems, as issues arise.
- Ability to effectively communicate with co-workers, customers, and various business contacts in a professional and courteous manner.
- Work and contribute successfully within a culturally diverse work environment.
- Ability to effectively function as a team player.
- Ability to work independently with limited supervision.
- Ability to research issues and resolve them.
- Highly organized with special attention to details and deadlines; ability to work with frequent interruptions.
- Good basic math, listening, verbal and written communications skills.
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Exercise judgment and decision making; consider the relative costs and benefits of potential actions to choose the most appropriate one.
- Understand the implications of new information for both current and future problem-solving and decision-making.

## **EDUCATION AND EXPERIENCE**

High School Diploma (or GED or High School Equivalence Certificate) is required.

Three to five years prior experience in Networking, Special Systems, and VOIP telephone systems is preferred, with experience in cabling and other special systems equipment installation, configuration and repair.

Nortel and/or ShoreTel experience is preferred. IT certifications are a plus.

**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.

### **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, lift up to 50 lbs., stoop, bend, reach with hands/arms
- Must be able to sit for extended periods of time.
- Requires the ability to speak, read, write, see, and hear to perform essential duties of the job.
- Must communicate clearly

### **EQUIPMENT USED**

Telephone; FAX machine, calculator, computer, monitor, printer, hardware and software packages, computer peripheral equipment i.e. mouse and keyboard; and Microsoft software; knowledge of technical/test equipment; other miscellaneous tools.

### **ADDITIONAL REQUIREMENTS**

- Valid Drivers License; must provide 39 months driving record.
- Position requires insurability under Native Technology Solutions insurer requirements. No DUI Violations (within the last 5 years).
- New hires are required to pass a pre-employment drug test and 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 Community Members, other Indians, and non-Indian spouses of officially enrolled Community members in accordance with Tribal Employment Rights Office (T.E.R.O.) Ordinance (No. GR-02-09, Gila River Indian Community).

**Gila River Telecommunications, Inc. is an Equal Opportunity/Affirmative Action Employer, subject to Indian Hiring Preference.**

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_