



Gila River Telecommunications, Inc.

JOB TITLE: Network Support Technician I

DATE: 03/08/2023

REPORTS TO: Network Support Supervisor

DEPARTMENT: Network Services

JOB SUMMARY:

The Network Support Technician I is focused on delivering top notch technical support to GRTI and Alluvion customers in the most proactive way possible. The Network Support Technician I will be highly proficient in troubleshooting technical issues reported by residential and business customers related to subscribed voice and data services.

This team member utilizes network monitoring, network management tools and ticketing systems to identify, track and document widespread network issues, as well as customer specific issues.

JOB DUTIES:

- Monitor and troubleshoot access/transport equipment, soft switch equipment and other network devices.
- Directly respond to technical support calls, as well as serve as a tier 2 escalation point from tier 1 technical support.
- Create and manipulate data to produce reports.
- Create and maintain accurate documentation and drawings of GRTI and affiliate provided circuits.
- Work as a member of the Network Support Services team to collaboratively identify and solve complex networking issues in a time sensitive environment.
- Work collaboratively with adjacent departments and affiliates to provide an exceptional customer experience.
- Responsible for accurate time and materials usage reporting, reporting plant information/condition, and submission of other clerical forms and documentation as required.

- Ensure the GRTI Employee Handbook is understood and followed in a consistent and respectful manner.
- Ability to participate in the on-call rotation in order to provide consistent 24x7x365 technical support to the customer base.

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.

SKILLS AND COMPETENCIES

- Knowledge of the IP telecommunications industry, plant operations, technology, network, and customer premise equipment.
- Knowledge and understanding of the design and operation of a telephone system, digital central office switching, fiber optic facilities, testing equipment, subscriber carrier, subscriber plant and special circuit design.
- Possess good judgement to interpret system requirements for external facilities and circuits.
- Effectively communicate with co-workers and various business contacts in a professional and courteous manner.
- Proficient in the Microsoft Office Suite, Office 365, and other productivity tools
- Ability to research issues and resolve them with minimal assistance.
- Highly organized with special attention to details and deadlines; ability to work with frequent interruptions.
- Good basic math, listening, verbal, and written communication skills.
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Exercise good judgement and decision making; consider the relative costs and benefits of potential actions to choose the most appropriate course of action.
- Understand the implications of new information for both current and future problem-solving and decision-making.
- Maintain strict confidentiality guidelines in accordance with company policy.
- Adhere to internal corporate policies and procedures.
- Work and contribute successfully to a culturally diverse work environment.
- Consistently demonstrate a high degree of integrity, honesty, and accuracy.
- Knowledge of, or ability to learn, applicable Federal, Tribal and State laws and codes, and industry practices, relative to the safe operation of all activities involved in network operations.

EDUCATION AND CERTIFICATION

- High School Diploma (GED or High School Equivalence Certificate) is required.
- Minimum of 2 years of experience in telecommunications operations with focus on installation, maintenance, and provisioning of network and transport equipment.
- Additional certifications are preferred, such as CCNA, Calix System Specialist, Metaswitch Certified Technician, etc.
- Must possess:
 - Knowledge of industry standard best practices, regulations, and data compliance requirements.
 - Considerable knowledge and judgement to interpret system requirements.

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 20 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 in English.
- Must be able to perform and complete multiple tasks.

ADDITIONAL REQUIREMENTS

- 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 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.