



## **Gila River Telecommunications, Inc.**

**JOB TITLE:** Central Office Technician

**REPORTS TO:** Network Services Manager

**DEPARTMENT:** Network Services

**STATUS:** Non-Exempt

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### **JOB SUMMARY:**

This position is responsible for maintaining all Gila River Telecommunications Inc. (GRTI) Central Office and remote switching operations including acceptance testing of new equipment, ensuring customer subscriber loops are properly connected and maintained. Responsibilities also include oversight and management of all services and components related to the voice network. Work with the Network Services Manager to develop long and short-range technology plans, as well as help design and operate voice and access networks.

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### **PRIMARY JOB DUTIES:**

**Effectively and efficiently performs job duties, including:**

- Install Calix access/transport equipment and/or other soft switch and related equipment.
- Design circuit plans and originate work orders from word docs and work orders, as requested, including ASR's.
- Install and repair circuits to maintain customer satisfaction.
- Troubleshoot, test and turn-up circuits/trunks using standard testing protocols and deliver circuit "birth certificates" to customers.
- Communicate with subscribers (residential and business) and the Community (Tribal Government) on equipment installations, maintenance, and service.
- Respond, manage, and record troubles until resolved as requested.
- Coordinate switch, access, and transport system upgrades and software patches with vendors and field personnel.
- Ensure current copies and backups are completed on a timely basis on all digital switches.
- Perform Tier3 switch and transport technical support.
- Design, configure, install and support DWDM, access and transport equipment and technologies.
- Research, specify, test, deploy and support customer CPE and NID devices.
- Specify, deploy, manage, and monitor Central Office and datacenter power supplies and power systems.

- Maintain and optimize the system monitoring and alarm system. Respond to, document, and resolve issues 24/7, as well as participate in the on-call rotation.
- Install Central Office and datacenter racks and networking equipment in accordance with industry standards and best practices.
- Maintain digital switching equipment to ensure continuous operation of all equal access and LATA tandem office functions.
- Provision and update, as required, translation tables, system configurations and custom calling features to provide accurate and current services.
- Maintain transmission equipment to ensure primary and redundant network facilities. Make changes and provisions as needed to meet service and/or growth requirements.
- Assist in the maintenance of the fiber optic cable systems and DWDM equipment.
- Assist with requisitions, materials and supplies as needed, and maintain adequate inventory.
- Responsible for accurate time and materials usage reporting, reporting plant information/condition, and submission of other clerical forms and paperwork as required.
- Prepare/formulate a quarterly report that summarizes the condition of batteries at the power plants.
- Keep informed of all technical developments affecting Central Office activity, including new equipment, preventive maintenance procedures, training programs, and testing techniques.
- Ensure GRTI 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.

## **SKILLS AND COMPETENCIES**

- Knowledge of industry standards, regulations, and data compliance requirements.
- Knowledge of digital CO equipment, transmission equipment, test gear and associated material.
- Possess considerable judgment to interpret system requirements for external facilities and circuits.
- Works responsibly with minimal supervision.
- Good computer skills (i.e., Microsoft Office Suite)
- Effectively communicate with co-workers and various business contacts in a professional and courteous manner.
- Effectively functions as a team player.
- 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.
- Maintain strict confidentiality guidelines in accordance with company policy.
- Able and willing to continue business skill development.
- Work and contribute successfully within a culturally diverse work environment.
- Consistently demonstrates a high degree of integrity, honesty and accuracy.

## **EDUCATION AND EXPERIENCE**

High School diploma or equivalent is required. Technical certifications and electronics training are preferred.

Minimum of 5 years' experience in Central Office operations with focus on installation and maintenance of digital CO equipment, transmission equipment, test gear and associated material.

Must possess:

- Knowledge of industry standards, regulations, and data compliance requirements.
- Considerable knowledge and judgment 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 50 lbs., stoop, bend, reach with hands/arms.
- Must be able to sit or stand 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.

## **EQUIPMENT USED**

Tools and equipment used in the telecommunications industry, telephone; FAX, calculator, computer, monitor, printer, hardware and software packages, computer peripheral equipment i.e., mouse and keyboard; Microsoft Suite.

## **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.**