



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

**JOB TITLE:** Product Development Engineer

**REPORTS TO:** Sales & Product Development Manager

**DEPARTMENT:** Sales

**STATUS:** Exempt

---

### **JOB SUMMARY**

The Product Development Engineer is a pivotal role within our organization, entrusted with the responsibility of managing the development and enhancement of our Telecom and Internet Service Provider (ISP) products. Reporting directly to the Sales and Product Development Manager, this role plays a central part in ensuring our products align with market demands, regulatory requirements, and customer expectations across diverse sectors including Enterprise, Healthcare, Education, Government, and Small to Medium Businesses (SMBs). The Product Development Engineer will also lead process development and refinement efforts to optimize efficiency and effectiveness in product development and sales support functions. This position will be supporting all brands and subsidiary companies of Gila River Telecommunications (GRTI) as needed, with a focus on Alluvion Communications (ISP) and Native Technology Solutions (construction, Structured cabling, and various security and telco equipment).

---

### **PRIMARY JOB DUTIES:**

- Manage market research activities and analyze industry trends, customer needs, and competitive landscapes within the Telecom and ISP sectors through comprehensive market analysis.
- Escalate critical market insights and customer requirements to senior management for strategic consideration and decision-making.
- Develop and refine product strategies in collaboration with the Sales and Product Development Manager to capitalize on market opportunities and address challenges across diverse industries.
- Manage the end-to-end product development process, from concept creation to launch, ensuring adherence to quality standards, regulatory requirements, and customer acceptance criteria.
- Develop and refine product strategies and roadmaps in collaboration with the Sales and Product Development Manager.

- Lead the end-to-end product development process, ensuring adherence to quality standards and regulatory requirements.
- Create and maintain robust testing and quality assurance processes to uphold the reliability, security, and performance of Telecom and ISP products across various sectors and product categories.
- Identify and implement opportunities for process optimization and improvement to enhance efficiency and effectiveness in product development and sales support functions.
- Provide proactive sales support and technical assistance to sales teams and customers, including product training, collateral creation, and customer engagement activities, to drive successful product launches and adoption.
- Identify and escalate customer feedback and issues for resolution and continuous improvement.
- Perform other and all duties as assigned

**SKILLS AND COMPETENCIES:**

- Excellent communication and interpersonal skills with the ability to effectively interact with both technical and non-technical stakeholders.
- Exceptional organizational and time-management skills, with the ability to prioritize and multitask in a fast-paced environment.
- Ability to navigate and collaborate across different departments and teams to ensure seamless service delivery.
- Familiarity with construction processes and terminology related to telecommunications infrastructure is desirable.
- Proficiency in Microsoft Office Suite, Sales Force and project management software.
- Experience in providing outstanding customer service and managing customer expectations.
- 5 years of experience in product development and sales support within the Telecom and ISP industry
- Experience in process development and optimization
- Highly self-motivated and able to work both independently and as part of a team.

**EDUCATION AND EXPERIENCE:**

- Associate’s degree in a relevant field or equivalent practical experience.
- Proven experience in Product and process development preferably in the telecommunications industry.
- Strong knowledge of voice and data services in a telecommunications environment.
- Knowledge of E-rate rules and regulations.
- Expertise in RFP response generation and presentation.

**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, 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.

**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.**