



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

**JOB TITLE:** Field Support Technician

**REPORTS TO:** Community Experience Manager

**DEPARTMENT:** Operations – Community Experience

**STATUS:** Non-Exempt

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### **JOB SUMMARY**

The Field Support Technician is responsible for playing a pivotal role in supporting the Engineering and Construction, Field Services, and Technical Services departments. This dynamic position involves working across diverse terrains and weather conditions, requiring travel to construction sites, residential, and commercial locations. The primary focus is ensuring inspections, documentation, and customer support meet the highest standards for a seamless experience.

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### **KEY RESPONSIBILITIES**

- **Engineering & Construction**
  - Collaborate with the Engineering and Construction Department for timely and precise inspections of GRTI and affiliate projects.
  - Travel to various job sites within the Gila River Indian Community and surrounding areas, adapting to varied weather conditions.
  - Conduct regular inspections to ensure construction projects adhere to specifications.
  - Cultivate strong relationships with customers, permit agencies, and construction crews, providing support as necessary.
- **Field Services**
  - Coordinate with the Field Services Department to offer comprehensive support.
  - Manage trouble tickets and service orders, encompassing installations, troubleshooting, repair, and equipment delivery on copper and fiber facilities.
  - Assist with tasks such as digging up handholes, repairing copper drops, and locates.
  - Execute copper and fiber splicing for pigtails.
  - Serve as a backup Field Service Technician and participate in an on-call rotation at least one week a month.
- **Technical Services**
  - Coordinate with the Technical Services Department, offering support as needed.
  - Contribute to structured cabling projects and special systems projects, (e.g., security, surveillance, access control systems) including installation and maintenance.
- Ensure the GRTI Employee Handbook is understood and followed in a consistent and respectful manner.

- Other duties as assigned by management.

## **SKILLS AND COMPETENCIES**

- Exceptional coordination skills, adept at managing multiple priorities and meeting deadlines.
- Strong interpersonal and communication skills for effective collaboration with customers, cross-functional teams, and contractors.
- Solid analytical and problem-solving abilities to troubleshoot issues and implement effective solutions.
- Familiarity with industry standards and regulations in field services, engineering, construction, and structured cabling.
- Independent and team-oriented work ethic to meet deadlines and achieve objectives.
- Innovative problem solving, adapting to a fast-paced, dynamic environment.
- Uphold confidentiality, integrity, honesty, and accuracy consistently.
- Thrive in a culturally diverse work environment.
- Proficient in Microsoft Suite, Customer Master, MACC Mobile, and BlueStake 811 database.

## **EDUCATION AND EXPERIENCE**

- High School Diploma or GED is required.
- Previous work in Telecommunications or a related field is preferred.
- Knowledge of engineering, construction, field services, structured cabling, and special systems projects is strongly preferred.

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 drive to various locations as needed.
- 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.**