



Gila River Telecommunications, Inc.

JOB TITLE: Network Support Technician I

FSLA STATUS: Non-Exempt

REPORTS TO: Network Support Supervisor

DEPARTMENT: Network Services

JOB SUMMARY:

The Network Support Technician I is an entry-level position committed to delivering exceptional technical support to GRTI and Alluvion customers proactively. This role involves diagnosing, troubleshooting, and resolving network-related issues promptly to ensure uninterrupted service for our valued customers.

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

JOB DUTIES:

- Providing excellent customer service and technical assistance to business and residential customers.
- Diagnosing and troubleshooting technical issues with hardware, software, or network systems.
- Resolving customer inquiries and concerns in a timely a professional manner.
- Escalating unresolved issues to appropriate internal teams or higher-level support personnel.
- Collaborating with other departments, such as Network Engineering, Central Office or other adjacent departments and affiliates to address complex technical issues.
- Educating customers on product features, functionality, and troubleshooting tips.
- Keeping abreast of product updates, technical advancements, and industry trends to provide informed support.
- Contributing to the development and improvement of support processes, procedures, and documentation.

- Ensure the GRTI Employee Handbook is understood and followed consistently and respectfully.
- Ability to participate in the on-call rotation 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

- Basic knowledge of telecom industry: technology, network, and customer premise equipment.
- 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.
- 1-2 years of experience in a Customer Service or Help Desk environment.
- General knowledge of Information Technology (IT) and its function to monitor and troubleshoot problems, provide system support.
- Familiarity with telecom network deployments (either technical or functional role).

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.