



Gila River Telecommunications, Inc.

JOB TITLE: Field Support Technician

REPORTS TO: Field Services Supervisor

DEPARTMENT: Field Services

STATUS: Non-Exempt

JOB SUMMARY

The Field Support Technician supports the safe, accurate, and efficient execution of field operations across the Gila River Indian Community and surrounding areas. This role is responsible for assisting with damage prevention activities, AZ811 compliance, Alluvion locates and commercial installations, and GRTI residential installations, troubleshooting, and repairs.

The Field Support Technician participates in an on-call rotation and works under the guidance of the Field Services Supervisor and Lead Field Support Technician to ensure all work meets GRTI standards for safety, quality, and customer service. This position contributes to a positive customer experience through professionalism, attention to detail, and consistent adherence to established procedures and best practices.

KEY RESPONSIBILITIES

- Perform field support activities related to damage prevention, including assisting with AZ811 bluestake locates and ensuring compliance with applicable regulations and company procedures.
- Support Alluvion locates and commercial installations, including preparation, field verification, and accurate documentation.
- Assist with GRTI residential installations, troubleshooting, and repairs under established standards and specifications.
- Complete assigned service orders, trouble tickets, and bluestake tickets accurately and within required timelines.
- Conduct basic field pre-assessments for Fiber to the home (FTTH) installations to confirm site readiness and identify potential issues.
- Perform installation, testing, and repair work on copper and fiber infrastructure following Calix and industry best practices.
- Maintain clear, accurate, and timely documentation for all assigned work, including notes, photos, and required system updates.
- Use and maintain tools, test equipment, and company vehicles in a safe and responsible manner. Follow all safety requirements, SOPs, and damage prevention standards while working in the field.

- Communicate professionally with customers, team members, and management to ensure alignment and service continuity.
- Participate in an on-call rotation, including nights, weekends, and holidays, to support emergency locates and service restoration.
- Comply with the GRTI Employee Handbook, department policies, and Standard Operating Procedures (SOPs).
- Perform other duties as assigned by management.

SKILLS AND COMPETENCIES

- Exceptional coordination skills, adept at managing multiple priorities and meeting deadlines.
- Working knowledge of damage prevention practices, AZ811 regulations, and safe excavation principles.
- Ability to work in confined spaces, including manholes, crawl spaces, and attics.
- Capability to follow direction and work effectively as part of a team.
- Basic understanding of installation, troubleshooting, and repair techniques for copper and fiber infrastructure.
- Ability to read and interpret basic maps, prints, and red lines.
- Willingness to work in varying weather conditions and field environments.
- Proficiency with hand tools, power tools, and basic test equipment.
- Physical ability to bend, stoop, walk, stand, lift, and climb ladders.
- Strong attention to detail and commitment to safety and quality.
- Professional communication and customer service skills.

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 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.