

## Employment Opportunity

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8802 27th Ave NE, Quil Ceda Village, WA 98271  
Office: 360-716-5000 • [www.QuilCedaVillage.org](http://www.QuilCedaVillage.org)



Quil Ceda Village  
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**JOB TITLE:** Director of Telecommunications Services

**DEPARTMENT:** Salish Networks, Inc.

**JOB DESCRIPTION:** Reporting to the Executive Director, the Director of Telecommunications is responsible for business and technological operations and day-to-day activities for the company. The Director oversees B2B and residential telecommunications (VoIP), Internet (ISP), cable television, and structured cabling divisions; assists with financial planning, manages internal/external projects, and directs staff resources to meet the business objectives of Salish Networks, Inc.

**TO APPLY:** Complete the web form application located on the Quil Ceda Village Self Service portal: <https://ess.tulaliptribes-nsn.gov/MSSQCV/employmentopportunities/default.aspx>. For more information or questions, please visit: <http://quilcedavillage.org/Employment> or call Quil Ceda Village HR at 360-716-5016.

**NOTE:** *The Tulalip Tribes publicly announces that Indian Preference in hiring applies to Tulalip job opportunities.*

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**EMPLOYEE CLASSIFICATION:** Exempt

**EMPLOYEE REPORTS TO:** Executive Director of Salish Networks, Inc.

**EMPLOYEE SUPERVISES:** Manages Billing, Cable TV, Internet, Structured Cabling and Telecommunications staff

**EDUCATION:**

- Bachelor's Degree in Telecommunications, Information Technology or related field. Years of equivalent experience, education and/or training may be considered in lieu of Degree
- Project Management certification or training preferred

**SKILLS:**

- An in-depth understanding of Internet and telecommunications markets including services, products and modern technologies
- A thorough understanding of cable television markets including business technologies, network contracts and related concepts
- Excellent communication skills, both written and verbal, to communicate with team members and end users
- Must have excellent leadership, team management and relationship building skills and be able to foster a cooperative and team-oriented work environment

- Must be able to relate and convert highly detailed technical information into short, concise, and understandable terms
- Must be familiar with project management techniques and have strong understanding of project management tools and approaches to manage complex, multidisciplinary projects
- A thorough understanding of project life cycles, resource and workload planning, and detailed cost/benefit analysis techniques
- Ability to provide routine business correspondence, reports, documentation and technical writings
- Ability to analyze and troubleshoot complex telecommunications equipment including structured cable systems
- Knowledge of CLEC operations, PBX telephone systems, VoIP protocols, cable television operations
- Ability to apply advanced knowledge and skills in multiple integrated job functions and contribute to the development of new knowledge related to telecommunications, ISP, cable TV systems and components
- Able to maintain knowledge of the tools, standards, methods, best practices, and industry trends applicable to this position

#### EXPERIENCE:

- Candidate must exhibit a high degree of understanding and performance in telecommunications, broadband, Internet services, personnel management and be able to maintain effective working relationships with customers and excel with managing large complex projects/budgets.
- Minimum of eight (8) years of experience as a team lead, manager, or a project manager
- Minimum of eight (8) years of experience designing and managing telecommunications systems and services
- Minimum of eight (8) years of experience supporting client relations or within a customer service-centric environment

#### OTHER REQUIREMENTS:

- Must have successful employment and attendance history with Tulalip Tribes and/or other employers including no disciplinary action within one (1) year from the date of the application and no involuntary dismissals within the last two (2) years from the date of the application.
- Must be able to successfully pass a criminal background check
- Must be willing to participate in continued education opportunities as required or as necessary
- Must maintain a professional appearance and adhere to company dress code policy
- Must follow all policies and procedures

#### PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Must be 18 years of age or older (attach documentation with application)
- Must have a valid Washington State Driver's License (attach copy)
- Must be authorized to permanently work in the United States without sponsorship
- Manual and finger dexterity for the operation of a personal computer and routine paperwork
- Stamina to sit, stand, and/or walk for prolonged periods of time

- Tolerance to be exposed to computer screens for prolonged periods of time on a regular basis
- Mobility to bend, stoop, and/or climb stairs on an occasional basis
- Ability to lift and carry 40 lbs. on a frequent basis

#### **SPECIFIC JOB PERFORMED:**

- Achieves business goals by prioritizing technology initiatives and coordinating the evaluation, deployment, and management of current and future technologies.
- Manages operation and creates efficient and cost-effective processes for delivery of communications technologies.
- Assists with the development of annual operating and capital budgets for projects, personnel and day-to-day operations.
- Contributes to the development of organizational policies and operating procedures.
- Identifies new opportunities to economize or otherwise implements responsible management practices of financial, personnel and other company resources.
- Continually evaluates last mile, middle mile and backbone/core communications technologies of the company for updating, improving and evolving as necessary.
- Establishes requirements and related standards for the implementation of new equipment and/or technologies.
- Performs analysis and benchmarking of company services and provides reports on Broadband infrastructure and service delivery metrics regarding subscribers.
- Oversees personnel management processes such as training, evaluations, recruiting, hiring, disciplinary actions and related activities.
- Evaluates technical support response times and overall team performance to continually improve organizational services.
- Manages contractual agreements relating to the delivery of services to subscribers and negotiates contractual terms and services relating to wholesale Internet and cable television services.
- Ensures compliance with applicable Tulalip Tribes policies and regulations and proper permitting as necessary for installations, maintenance and service delivery as Salish Networks, Inc.

#### **TERMS OF EMPLOYMENT:**

This is a Regular Full-time position, requiring at least 40 hours per week, or 2080 hours per year. Employee may be required to work after hours, weekends, special events and/or on call. Employees will be required to work on-site, no telecommuting. No provisions for relocation will be provided.

**Disclaimer:** The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.