

Employment Opportunity

8802 27th Ave NE, Quil Ceda Village, WA 98271
Office: 360-716-5000 • www.QuilCedaVillage.org



Quil Ceda Village
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JOB TITLE: Broadband Data Technician

DEPARTMENT: Salish Networks

JOB DESCRIPTION: As part of the Broadband team, assist with installation, configuration, maintenance, and repair of Telecommunications and cable TV data systems, equipment, and infrastructure. Troubleshoot, repair and/or replace subscriber and provider data services and associated equipment. Perform Telecommunications and cable TV systems preventative maintenance. Makes repairs to the systems equipment where needed in a timely manner

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.

EMPLOYEE CLASSIFICATION: Non-Exempt

EMPLOYEE REPORTS TO: Broadband Services Manager

EMPLOYEE SUPERVISES: n/a

EDUCATION:

- High School Diploma or GED Equivalent

SKILLS:

- Must have good oral and written communication skills.
- Must be able to meet schedules and deadlines.
- Knowledge of computers, networking systems and Internet.
- Knowledge of cable TV systems, telephony systems, telephones, and telecommunications data lines.

EXPERIENCE:

- Minimum of two (2) years computer systems trouble shooting experience.
- Minimum of two (2) years working experience with personal computers, Windows Operating Systems, and Microsoft Office (Word, Excel, Outlook, etc.).
- Minimum of two (2) years of billing system software experience.
- Minimum of two (2) years Point of Sale (POS) experience.

OTHER REQUIREMENTS:

- Must have and maintain a valid state driver's license.
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- Will be responsible for delivery of the highest level of customer service to stakeholders and co-workers.
- Must be willing to attend progressive job related training as requested.
- Must be able to work evenings, weekend, and/or holidays as needed or requested.
- Must have successful employment history with the Tulalip Tribes and/or other current and past employers.

PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Must be able to lift 50lbs or more.
- Stamina to sit or stand for prolonged periods of time.
- Tolerance for exposure to computer screens for prolonged periods on a regular basis.
- Mobility to walk, bend, stoop, or climb stairs on an occasional basis.

SPECIFIC JOB PERFORMED:

- Assist in the installation, configuration, management, and maintenance of Broadband data systems and equipment.
- Assist in the monitoring and management of network policies for Broadband data services.
- Assist in the installation and configuration of telephony and network data services and/or equipment.
- Provide technical support for configuration of Broadband provider and subscriber equipment.
- Provide problem response and resolution to end-users of Tulalip Broadband systems and services.
- Perform Broadband data system changes, repair, and replacement.
- Perform Broadband systems preventative and corrective maintenance.
- Participate in continued education opportunities as required or as necessary for successful completion of assigned task.
- Perform other duties as assigned.

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. Upon successful completion applicable probationary period employee may be eligible for an increase in pay, subject to budgetary restriction. 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.