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: **Business Support Analyst**

DEPARTMENT: **Salish Networks, Inc.**

JOB DESCRIPTION: Provide support to business, residential and Government operations to maintain reliable and efficient operations of telecommunications systems designed to support Salish Networks and our customers.

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: Director of Telecommunication Business Services

EMPLOYEE SUPERVISES: None

EDUCATION:

- High school Diploma or GED equivalent required. (Documentation must be attached)

SKILLS:

- Ability to perform well in a Call Center environment.
- Ability to prioritize and complete assignments and tasks in a timely manner.
- Ability to work with various Microsoft software such as Word, Excel, and Outlook.
- Must be able to work well under pressure and within time restraints.
- Must have excellent verbal and written communication skills.
- Ability to perform research for telecommunications projects.
- Ability to write policies and procedures for Business, Residential and Government telecommunications services.
- Ability to work independently as well as in a team environment.

EXPERIENCE:

- Minimum of four (4) years' experience working as a Telephony Support Analyst or Business Service Representative.
- Minimum of four (4) years' experience working with ordering, trouble tickets and billing systems.
- Minimum of four (4) years' experience supporting end-user telephony issues.

- Minimum of four (4) years' experience maintaining customer records, account information, and CPNI.
- Minimum of four (4) years' experience working with outside telephony vendors and/or other telephone companies for installations, changes, or repair of telephone services.
- Minimum of four (4) years' experience of working with Port-In and Port-Out telephone numbers **preferred**.

OTHER REQUIREMENTS:

- Knowledge of telephony ordering, trouble tickets and billing systems.
- Knowledge of CPNI procedures.
- Knowledge of Microsoft SharePoint services.
- Must be willing to attend progressive job related training as requested.
- Must be able to work evenings, weekends, and/or holidays as needed or requested.
- Must have the tolerance and patience for dealing with upset, angry, and/or frustrated individuals.
- Must be able to successfully complete a Tribal, State and Federal background investigation.
- Must have successful employment history with the Tulalip Tribes and/or other employment entities. This includes no disciplinary action within the one (1) year from the date of application, and no involuntary dismissals within the last two (2) years from the date of application.
- Must have no misuse or abuse of alcohol or other mind-altering drugs three (3) years prior to date of employment or while employed.
- Must be able to pass a hiring and periodic random urinalysis.
- Must possess and maintain personal automobile insurance (documentation must be attached).
- Must be available 24/7 for any travel emergencies that may arise.
- Must be available for periodic overtime as required.

PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- 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 screen for prolonged periods of time on a regular basis
- Mobility to bend, stoop, and/or climb stairs on an occasional basis

SPECIFIC JOB PERFORMED:

- Reviews requests for telecommunications services.
- Order, configure and deploy telephony services to include traditional POTs, VoIP, PRI, T1, and Porting.
- Provide "first contact" services for customers.
- Maintain customer records.
- Assist in the management of telephony orders, trouble tickets and porting to ensure that technicians are dispatched as needed to support telephony services.
- Provides problem-response to end-users of telecommunications systems and services.

- Assist in the training of end-users for telephony services.
- Validate E911 records.
- Perform monthly audits on billing records to ensure accuracy.
- Provide liaison activity with outside vendors and other telephone companies to support various programs and/or projects.
- Assist in the preparation, updating and maintenance of telecommunications policies and procedures.
- Performs other related duties as deemed necessary or requested.

TERMS OF EMPLOYMENT: This is a regular Full-time position requiring at least 40 per week, or 2080 hours per year. Increase in pay is subject to budgetary restriction, following successful completion of applicable probationary period.

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.