# Employment Opportunity

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

**JOB TITLE:** Senior Telecommunications Engineer

**DEPARTMENT:** Salish Networks

**JOB DESCRIPTION:** Support the day-to-day operations of the Salish Networks Communications systems to include monitoring, deploying, design, repairing and programming of Hosted PBX, Central Office Switch Equipment and other associated peripheral equipment.

**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:** Non-Exempt

**EMPLOYEE REPORTS TO:** Network Manager

**EMPLOYEE SUPERVISES:** N/A

**EDUCATION:**

- High School Diploma or GED equivalent.
- One Year of College courses in telecommunications and computer related courses, or Telephony related certification.

**SKILLS:**

- Ability to prioritize and complete assignments and tasks in a timely manner
- Ability to analyze and troubleshoot complex telecommunication equipment
- Ability to physically install, move, test and verify phone lines in a commercial or office environment
- Ability to perform well in a call center environment
- Ability to work well under pressure and within time-constraints
- Ability to work within a dynamic work environment
- Ability to compose routine business correspondence, reports, documentation, verbal and written communication
- Must be able to evaluate department needs and carry them out with little or no supervision

**EXPERIENCE:**

- Minimum of five (5) years in Telecommunications Engineering and\or administration with a focus on design and\or support.

- Minimum of five (5) years' experience with legacy telephony systems, PBX, Special Circuits, DSL, T-1 to DS3
- Minimum of three (3) years' experience with telecommunications applications preferred.
- Minimum of three (3) years' experience with CPE-IP based equipment preferred.
- Minimum of three (3) years' experience installing telephony backbone and internal wiring
- Minimum of three (3) years' experience working with VOIP technologies, Network protocols

## OTHER REQUIREMENTS:

- Must identify, assess and find solutions to various technical problems.
- Knowledge of Hosted PBX services, Metaswitch
- Knowledge of Network infrastructure
- Knowledge of Central Office Telecommunication systems and equipment, Zhone, Adtran
- Knowledge of telephony signaling SIP, SS7, Sigtran
- Knowledge of outside plant infrastructure
- Must be able to perform telephony punch downs and cabling connections
- Must be willing **to attend** progressive **job related** training **and take on** new technologies as requested
- Must be able to work evenings, weekends, and/or holidays as needed or requested
- Must be willing to work on a "on-call" rotation to support tribal, residential and commercial clients 24/7
- Must have a successful employment history with the Tulalip Tribes and/or other current and past employers
- This is a safety sensitive position
- Ability to maintain strict confidentiality of all information and records
- Tolerance and patience to deal with upset, angry, frustrated, and sometimes emotional employees or customers.
- Must be able to successfully complete an initial and periodic tribal, state, or federal background investigation.
- Must be able to pass an initial and periodic urinalysis testing

## PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Tolerance to be exposed to computer screen for prolonged periods of time.
- Stamina to sit, stand and/or walk for prolonged periods of time.
- Mobility to bend, stoop, and/ or climb stairs.
- Ability to lift objects weighing up to 40 lbs. occasionally.

## SPECIFIC JOB PERFORMED:

- Review requests for telecommunications services
- Make recommendations for equipment and/or software deployment
- Troubleshoot and repair failed telecommunication systems and equipment
- Prepare, update and maintain telecommunications policies and procedures
- Provide detailed evaluations of existing and proposed systems and related operational procedures and provide recommendations for changes
- Design, configure and maintain telecommunications systems and equipment
- Perform adds, moves and changes within a telephony PBX system
- Install telephony backbone and internal wiring
- Meet with project managers, engineers and contractors to assure adherence to telecommunication requirements and standards

- Provide problem-response to end-users of telecommunications systems and services and perform needed system changes
- Advise management of new telecommunication developments and capabilities and provide recommendations to ensure cost effective services
- Performs other related duties as deemed necessary of requested

## 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.