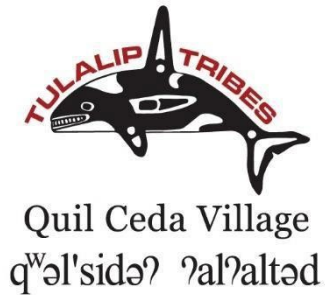


Employment Opportunity

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



JOB TITLE: Telecommunications Technician II

DEPARTMENT: Salish Networks

JOB DESCRIPTION: Responsible for the installation, troubleshooting, repair and maintenance of end user telecommunications equipment in a multi-campus business environment. Works with Engineers in the configuration and programming of telephone sets to include basic and advanced features and applications that support employee needs as well as installation of Ethernet circuits to a commercial environment.

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: Network Manager

EMPLOYEE SUPERVISES: N/A

EDUCATION:

- High School Diploma or GED equivalent required
- One year of college courses in telecommunications and computer related courses, or telephony related certifications

SKILLS:

- Ability to prioritize and complete assignments and tasks in a timely manner
- Ability to analyze and troubleshoot complex telecommunication equipment
- Ability to work independently following policies and procedures
- Ability to physically install, move, test and verify phone lines in a commercial or office environment
- Ability to perform telephony punch downs and other various cabling connections
- 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 show tolerance and patience for dealing with upset, angry, and/or frustrated

individuals.

- Ability to compose routine business correspondence, reports, documentation, technical writing, etc.
- Knowledge of PBX telephone systems, VoIP protocols and related telecom systems
- Knowledge of outside plant infrastructure for Fiber optics and copper line identification

EXPERIENCE:

- Minimum of three (3) years' experience performing moves, adds, and changes for IP-PBX or PBX system users
- Minimum of three (3) years' experience with telephony voice mail systems
- Minimum of three (3) years' experience with telecommunications Automatic Call Distribution systems
- Minimum of three (3) years' experience installing internal wiring and end point connections
- Minimum of three (3) years' experience working with VoIP technologies such as SIP

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 able to pass a hiring and periodic random urinalysis
- Must be willing to participate in continued education opportunities as required or as necessary
- 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 be willing to work an "on-call" rotation to support Commercial and Residential services
- Must adhere to strict confidentiality of information seen or heard
- 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:

- Provide problem-response to end-users of telecommunications systems and services
- Perform moves, adds, and changes within a telephony IP-PBX system
- Analyze and troubleshoot complex telecommunications equipment

- Test, troubleshoot, and extend Ethernet services to Commercial Customers
- Installation of internal wiring and end-point connections for telephony equipment
- Self-assessment of daily workload to prioritize and complete requests in a timely manner
- Work with Engineers and peers to provide best solutions for end users
- Attend weekly meetings with peers and management
- 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.