



Native Technology Solutions

JOB TITLE: Lead Special Systems Technician

REPORTS TO: Technical Services Manager

DEPARTMENT: Community Experience – Technical Services

STATUS: Non-Exempt

JOB SUMMARY

The Lead Special Systems Technician is the primary onsite coordinator responsible for the installation, maintenance, and troubleshooting of advanced special systems. This position demands a deep understanding of IP-based systems, along with a commitment to exceptional problem-solving and project management. The Lead Special Systems Technician plays a critical role in ensuring the success of projects by collaborating with the Technical Services Management, contractors, and other team members to deliver top-tier customer support and quality service. This position ensures all work meets the highest standards, contributing to a seamless and reliable customer experience.

KEY RESPONSIBILITIES

- **Advanced Technical Oversight**
 - Lead and manage the installation, configuration, and ongoing maintenance of various TCP/IP, VoIP telephone systems, and SIP phones, including but not limited to Mitel, Yealink, and Microsoft Teams Platforms.
 - Direct the installation, configuration, and maintenance of CCTV systems, access control systems (e.g., card readers, door hardware), and wireless networks, AV systems, intrusion detection equipment, end devices, and related hardware, ensuring all work aligns with project specifications.
 - Provide day-to-day oversight of Special Systems Technicians, assigning tasks, setting goals, and ensuring team alignment with the company's mission and objectives. Mentor and support team members to enhance their technical skills and professional growth.
 - Serve as the technical expert, offering guidance and troubleshooting complex issues, while ensuring all team outputs meet quality and compliance standards.
 - Conduct operational tests and inspections on installed systems to ensure full functionality and adherence to project requirements.
 - Diagnose and resolve technical issues related to IP and VoIP telephone systems using advanced diagnostic tools and techniques.
 - Assist in the design, configuration, and documentation of special systems. Provide recommendations for system improvements and updates based on evolving technology and customer needs.

- Conduct training sessions for team members on system operations, safety protocols, and best practices. Promote a culture of continuous learning and knowledge sharing within the team.
- Manage daily workflow, create and adjust team schedules, and delegate tasks effectively to ensure optimal efficiency and productivity in operations.
- Project Coordination
 - Collaborate with the Technical Services Manager and project stakeholders to develop project plans, timelines, and resource allocations for approved jobs.
 - Review blueprints, as-builts, and survey sites to determine wiring and system needs, ensuring alignment with customer requirements.
 - Track and report job progress, generate maintenance and troubleshooting reports, and document installations for records.
 - Act as the primary point of contact for project stakeholders, providing regular updates on project status, addressing concerns, and adjusting plans as needed to ensure timely and successful project completion.
 - Coordinate with Service Delivery Coordinator and Warehouse to ensure timely delivery of materials and equipment, minimizing delays and ensuring that projects stay on schedule.
 - Monitor and manage project budgets, ensuring that all expenses are within approved limits and that any deviations are promptly reported and addressed.
- Customer Relations
 - Engage directly with customers to assess their needs, provide technical recommendations, and ensure satisfaction with installed systems.
 - Respond to customer inquiries, issues, and requests promptly and professionally, providing suitable resolutions.
 - Develop and maintain strong, long-term relationships with customers by delivering exceptional service and support throughout the project lifecycle.
 - Conduct follow-up visits or communications with customers after project completion to ensure ongoing satisfaction and address any potential issues or concerns.
 - Provide customers with detailed documentation and training on the operation and maintenance of installed systems, ensuring they are fully equipped to manage the systems effectively.
- Additional Responsibilities
 - Collaborate with internal teams, contractors, and external partners to ensure the timely completion of projects.
 - Travel to various job sites within the Gila River Indian Community, the Greater Phoenix area, and across Arizona, adapting to diverse environmental conditions.
 - Occasionally travel out-of-town for projects, including overnight and weekend work as needed.
 - Participate in an on-call rotation at least one week per month, adhering strictly to the on-call policy.
 - Maintain comprehensive documentation of installations, maintenance activities, and service requests.
 - Prepare standard operating procedures and detailed reports on work performed, issues encountered, and solutions implemented.
 - Work in confined spaces, on scissor lifts, ladders, bucket trucks, and other elevated platforms.
 - Adhere strictly to all safety regulations on both internal and external job sites, ensuring quality assurance and service excellence.
 - Ensure the GRTI Employee Handbook is understood and followed in a consistent and respectful manner.
 - Other duties as assigned by management.

SKILLS AND COMPETENCIES

- Exceptional coordination and organizational skills, capable of managing multiple priorities and meeting tight deadlines.
- Strong interpersonal and communication skills for effective collaboration with customers, cross-functional teams, and contractors.
- Extensive experience in Telecommunications and Information Technology, with deep expertise in IP and VoIP systems, particularly Cisco and Mitel.
- Proven ability to diagnose and resolve technical issues across IP-based systems, using advanced testing and troubleshooting methods.
- Proficient in network protocols (TCP/IP, DNS, DHCP) and subnetting, with a solid understanding of structured cabling and basic electrical practices.
- Familiarity with industry standards and regulations in field services and structured cabling.
- Ability to work independently and within a team to meet deadlines and achieve project goals.
- Proficient in the use of power tools, hand tools, and aerial platform lifts.
- Innovative problem solver with the ability to adapt to a fast-paced, dynamic work environment.
- Uphold high standards of confidentiality, integrity, honesty, and accuracy.
- Thrive in a culturally diverse work environment.
- Proficient in Windows PC and Server Operating Systems.
- Commitment to obtaining and maintaining various industry certifications, such as Panduit, Leviton, Vicon Vax, Valerus, BICSI, etc.

EDUCATION AND EXPERIENCE

- High School Diploma or GED is required.
- 3-5 years of experience in Networking, Special Systems, and VoIP telephone systems, with a focus on cabling, basic electrical, special systems equipment installation, configuration, and repair.
- Cisco and Mitel VoIP experience is preferred. IT certifications are a plus.
- Must obtain CCTV, Access Control, and CompTIA Network+ certifications within the first year of employment.

Note: Any equivalent combination of education, training, and experience that would enable the applicant to satisfactorily perform and meet the duties required of the position may be considered in meeting the stated minimum requirements.

ESSENTIAL JOB FUNCTIONS

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to use hands, to sit, lift up to 50 lbs., stoop, bend, reach with hands/arms.
- Must be able to drive to various locations as needed.
- Must be able to sit or stand for extended periods of time.
- Requires the ability to speak, read, write, see, and hear to perform essential duties of the job. Must communicate clearly in English.
- Must be able to perform and complete multiple tasks.

ADDITIONAL REQUIREMENTS

- Will be asked to provide 39 months driving record. Position requires insurability under GRTI insurer requirements.
- Will be required to pass a pre-employment drug test and background check.

As a matter of Company policy, all employment is on an at-will basis, meaning that employment shall last for so long as mutually agreeable. Either the employee or the Company may terminate the employment at any time with or without cause.

Preference in filling vacancies is given to qualified enrolled Gila River Community Members, other Indians, and non-Indian spouses of officially enrolled Community members in accordance with Tribal Employment Rights Office (T.E.R.O.) Ordinance (No. GR-02-09, Gila River Indian Community).

Gila River Telecommunications, Inc. is an Equal Opportunity/Affirmative Action Employer, subject to Indian Hiring Preference.