



rainbow

Rainbow Telecommunications Association, Inc.
Operations Support Specialist
POSITION DESCRIPTION

In keeping with our mission to deliver exceptional customer service and to be the preferred provider of communications services in the areas we serve, this position supports the company mission statement by meeting the needs and expectations of the customers and management by ensuring that our technology can provide quality services that our customers demand

This position supports the company's customer service philosophy that distinguishes us from our competition by providing local and personal service while providing a positive and productive work environment, fostering trust, maintaining the highest standards of ethical conduct, and the pursuit of continuous daily improvement.

Position Title: Operations Support Specialist

Department: Network Operations

Location: Everest

Status: Full-time/ Non-Exempt

Supervisor Title: Network Manager
(Assigns work, gives direction and answers questions)

Evaluators: Network Manager
(Evaluates work of employee)

In-put: Management Team
Department Managers
Technicians

Direct Reports: N/A

By: Mario Schmitt

Network Manager
Rainbow Telecommunications

Effective Date: 11.16.2021

Review Date:
Review Date:

ESSENTIAL RESPONSIBILITIES/JOB TASKS

- 40% Performs provisioning function for the purpose of ensuring customers receive the services they have purchased and desire. Tasks may include provisioning equipment such as Incognito, Meta Switch, CMTS, LNP, and Calix. Assisting in service cutovers, assigning services to the new plant, verifying service operation, and ensuring consistent and accurate function of operating systems auto-provisioning function. Ensuring accurate customer data for OSS/BSS. Understands the use of the Relay app and provides training and assistance as needed. Monitored by the Network Manager through periodic meetings, review of reports, and consideration of feedback from customers.
- 25% Performs Tier III troubleshooting with the intent to limit truck rolls and service issues. Tasks may include, checking accuracy of provisioning, checking levels and alarms in software platforms and equipment such as Meta Switch, Calix, ACS, and Orion. Monitoring network alerts and reporting of core network issues. Advises technicians on service issues and places tickets on tech calendars if problems cannot be fixed remotely. Understand the use of the Technician app and provides training and assistance as needed. Monitored by the Network Manager through periodic meetings, review of reports, and consideration of feedback from coworkers and customers.
- 20% Performs move-add-changes and remote troubleshooting of HPBX systems. Tasks may include scheduling of premium attendants, name changes on subscriber phones, add/remove MLHG members, comportal password resets, etc.
- 10% Maintains records for the purpose of ensuring there are accurate and comprehensive records of company operations. Tasks may include keeping customer accounts updated with all changes flowed by orders. Ensuring accurate ticket and order information has been added by employees, maintaining plant and equipment information maintaining maintenance records, updating mapping records, working with consultants to update mapping change, static IP listing, and upkeep of SDP, etc. Monitored by the Network Manager through periodic meetings and review of records.
- 5% Completes other duties as assigned by manager.

RESPONSIBILITIES:

This position requires the ability to participate as a member of a team to complete tasks and engage in problem solving activities. Also, must relate well with others since information has to be obtained on occasion from others and training conducted. There is internal and external contact at all levels of organizations requiring negotiation, persuasion, and diplomacy with employees and vendors. Participation in strategic planning is expected at least annually.

LATITUDE:

Most duties are defined and consistent from day to day. Problem solving is accomplished by the performer independently most of the time. Decisions not effecting other departments can be made independently. All purchase requests are referred to the supervisor.

IMPACT OF POSITION:

Successful completion of essential job tasks ensures efficient use of time and effective completion of job duties. Errors are easily detected, would result in minor clerical expense for correction, and usually be detected in the next phase of operations since most work is verified. Errors may have significant adverse effect on external relationships, have a high probability of loss of customers, could result in liability, and affect operating costs.

CUSTOMER SERVICE/INTERACTION:

Daily phone, written, and face-to-face interaction with employees throughout the company to perform job functions.

Daily phone interaction with customers

ESSENTIAL SKILLS & REQUIREMENTS:

EDUCATION:

High school diploma, required.

SKILLS:

Administrative

Technical

Human relations

Conceptual

Political

Emotional Intelligence

Decision making

Problem solving

Writing

Oral Communication

Phone

Math

Computer

EXPERIENCE:

At least one year computer, required.

LICENSE:

Valid KS driver's license and a good driving record, required.

EQUIPMENT:

Computer, multi-line phone system, and general office equipment

PHYSICAL:

Frequent bending, carrying, lifting to 40 pounds independently, demonstration of manual dexterity, squatting, twisting, turning, and visualizing of a computer screen, required.

TRAINING:

Training within the company successfully completed within one year, required.
Ongoing training as required by the company.

OTHER:

Occasional travel by vehicle, required.
Occasional travel by air, required.
Occasional overnight travel, required.
Occasional overtime, required.

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR SIGNATURE:

DATE: