

DATE POSTED: March 22, 2019
CLOSING DATE: March 28, 2019 – 5:00 P.M.



Job Announcement

The following full-time position is available in our organization. Interested applicants who meet the Minimum Qualification Requirements must submit an IT&E employment application form to the Human Resource Office no later than the posted closing date above.

JOB TITLE: HANDSET SPECIALIST
DEPARTMENT: ROAMING
LOCATION: GUAM
SALARY LEVEL: 2
STARTING SALARY: \$10.99 PER HOUR (negotiable based on experience)
FLSA STATUS: NON-EXEMPT
JOB POSTING #: #6849/#G-28-2019-03

Job Summary:

The Handset Specialist provides technical assistance to customers and other staff in the provisioning, testing, and troubleshooting of pre-marketed, inventory and client-owned wireless handsets, smart-phones and air cards.

Essential Duties and Responsibilities:

The employee will:

1. Know and uphold the established IT&E Mission, policies and procedures, IT&E and Department objectives, quality assurance and safety programs and standards.
2. Provisioning of wireless products/services including but not limited to BlackBerry Service, EvDO Data Services, Over The Air Provisioning Access, Voice and SMS, Prepaid Services.
3. Provisioning of wireless handsets, Aircards, Data Services, and Preferred Roaming List.
4. Troubleshoot customer wireless units and interacting with the customer to ascertain the problem with the unit.

5. Performs and prepares administrative reports and duties such as maintenance reports, CPE, On-Line Trouble Reports, and Inventory.
6. Provides excellent customer service to existing and new customers relating to the company's products and services.
7. Respond to customer inquiries regarding promotions, incentive plans, and other like activities received through phone calls, e-mail, and walk-in.
8. Responsible for resolving customer concerns and issues to ensure that proper and satisfactory closings are obtain; provides timely resolution and feedback to customers.
9. Promotes the company's products and services to potential and existing customers to achieve the department's sales targets.
10. Performs duties and tasks in accordance with Standard Operating Procedures.
11. Participates in company offered trainings for products and services and other required general trainings.
12. Keep current on policy changes, procedures, rates, products and services.
13. Maintain various records. Performs routine posting and filing activities. Prepares, maintains and/or submits daily and monthly reports in conjunction with standards of performance, requisitions, receipts and other related forms.
14. Performs routine office and work station housekeeping and appearance duties.
15. Perform other related duties or tasks as assigned or required.

Minimum Qualification Requirements:

Education: High School Graduate with evident of computer technical education or training.

Work Experience: Six months customer service experience in the telecommunications industry.

Licensure/Certification/Professional Association:

Certification of Mobile Software and Hardware desirable but not required at time of hire.

Special Knowledge, Skills and Abilities:

1. Knowledge of:
 - a. Telecommunications standards and practices and theories of wireless communications.
 - b. Technical operations unique to telecommunications devices.
 - c. Principles and concepts of team work, work-related goal setting and resource management.

2. Skills in:
 - a. Operating and troubleshooting handsets, smart-phones, air cards and other telecommunications devices.
 - b. Hands-on technical repair of telecommunications devices.
 - c. Unlocking GSM Devices Network Codes.
 - d. Use of personal computer hardware and Microsoft software programs to include MS Excel, Access, MS Outlook and Word.

3. Ability to:
 - a. Comprehend the technical aspects of wireless telecommunications products and services.
 - b. Solve any roaming issue related to programming and provisioning of wireless devices.
 - c. Communicate clearly, concisely and accurately with all levels of staff and customers, both verbally and in writing.
 - d. Perform in a self-directed, hard-working, creative and forward thinking manner.
 - e. Provide a high level of customer service.

As an Equal Opportunity/Affirmative Action Employer, we afford equal opportunity to all applicants and employees for hire and promotion without regard to race, color, origin, gender, age, marital status, religion, veteran status, gender identity, sexual orientation, pregnancy or disability or genetic information.

IT&E is a Drug Free Workplace