

**DATE POSTED:** August 01, 2019  
**CLOSING DATE:** August 09, 2019 – 5:00 P.M.

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## **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.

<b>JOB TITLE:</b>	<b>INTERNATIONAL ROAMING SPECIALIST</b>
<b>DEPARTMENT:</b>	<b>ROAMING OPERATIONS AND DEVICE TECHNOLOGY</b>
<b>LOCATION:</b>	<b>GUAM</b>
<b>SALARY LEVEL:</b>	<b>3</b>
<b>STARTING SALARY:</b>	<b>\$12.35 PER HOUR (negotiable based on experience)</b>
<b>FLSA STATUS:</b>	<b>NON-EXEMPT</b>
<b>JOB POSTING #:</b>	<b>#7462 / #G-67-2019-08</b>

### **Job Summary:**

The International Roaming Specialist in this classification is responsible for the execution of partner level testing and validation of test files relative to new implementations and continuing improvement projects. The position will assist in daily operational tasks, project execution and regular reporting activities of the Roaming Operations.

### **Essential Duties and Responsibilities:**

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. Receive and engage partners for implementation via the department's project management system.
3. Performs all GSMA IREG test cases and forward for TADIG certification. Also, receive IT&E test cases for certificate issuance.
4. Coordinate with roaming partners for joint testing requirements and common testing completion.

5. Updates daily performance dashboard and other business/operations intelligence systems relative to signaling utilization, TAP performance, NRTRDE compliance, unique roamers, and trouble tickets for inbound/outbound roamers.
6. Serve as the department's on-call escalation point for NOC and partner escalations. This may require working during non-business hours to include weekends and holidays.
7. Manage the Steering-of-Roaming program, intended to drive network traffic to preferred partnerships with competitive settlement rates and tariffs.
8. Prepares impact analysis of new IOTs, changes of settlement for review by the settlement administrator.
9. Performs supervised validation of test records for TADIG certification.
10. Perform other related duties or tasks as assigned or required.

**Minimum Qualification Requirements:**

Education: High School diploma or equivalent. Telecommunication related courses preferred.

Work Experience: Two years of progressively responsible experience in telecommunications industry, preferably in a support or carrier role.

Any equivalent combination of experience and training which provides the minimum knowledge, abilities, and skills

**Licensure/Certification/Professional Association:**

Project Management Professional (PMP) or Certified Associate in Project Management (CAPM) preferred.

Ability to pass necessary US military installation or local government security access checks.

**Knowledge, Skills and Abilities:**

1. Knowledge of:
  - a. Telecommunications standards, practices, requirements and regulations.
  - b. Telecommunications equipment, business systems, networks, and processes, to include network operations.
  - c. Principles and concepts of team building, strategic planning and resources management.
  - d. IREG and TADIG operation, DCH/FCH relations, fraud-prevention practices and procedures
2. Skills in:
  - a. Project execution.
  - b. Preparing complex and technical written reports and analyses.
  - c. Use of personal computer hardware and Microsoft software programs.

3. Ability to:
  - a. Communicate clearly, concisely and accurately with all levels of staff and customers, both verbally and in writing
  - b. Identify and resolve any device related issues (radio compatibility, firmware issues, and programming issues).
  - c. Make logical and sound decisions in the resolution of difficult and complex situations.
  - d. Engage in a team environment.
  - e. Analyze, understand and interpret work situations, technical documents, reports and results.
  - f. Perform in a self-directed, hard-working, creative and forward thinking manner
  - g. Be on-call for emergency repairs after business hours
  - h. Meet project deadlines and work on multiple on-going projects/tasks

**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.**

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