

# Advanced Provisioning Technician

**Job Title:** Advanced Provisioning Technician

**Job Location:** Cape Girardeau, MO

**Report to:** Provisioning Supervisor

**Status:** Full-Time

**Overview for the Position:** The role of the Advanced Provisioning Technician requires an individual with exceptional attention to detail and great problem-solving skills. The Advanced Provisioning Technician must be able to effectively and efficiently use communications skills to provide our cable partners with an excellent customer service experience on a daily basis. A successful Provisioning Tech will have a strong work ethic and be able to work independently with minimal supervision.

## **Specific Responsibilities:**

- Updating and maintaining the various databases and systems required for telecommunication services
- Building VoIP Residential Lines in Class 5 switches
- Building VoIP Commercial Lines in Class 5 switches including:
  - Business Groups
  - PRIs
  - Cloud PBX
- Configuring features/feature sets in Class 5 switches
- Handling service activation calls from technicians
- This is not meant to be an exhaustive list of duties and responsibilities. Position may require additional tasks, duties or projects as assigned.

## **Qualifications:**

- Minimum qualifications include but are not limited to:
- Detail-oriented with strong multi-tasking capabilities
- Demonstrated competency with the Microsoft Office especially in Excel & Word
- Ability to adhere to established guidelines
- Excellent written and verbal communication skills
- Proven Customer service skills
- Strong work ethic
- Flexibility
- High School Diploma (or GED)
- Bachelor's degree preferred

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employment decisions are made without regard to race, color, age, gender, gender identity or expression, sexual orientation, marital status, pregnancy, religion, citizenship, national origin/ancestry, physical/mental disabilities, military status or any other basis prohibited by law.

Because Big River Communications, Home of Circle Fiber believes in providing a safe work environment, we conduct drug and background checks in our recruiting/hiring processes.

AA/EOE,

M/F/D/V

To apply for this position, please send resume to address below:

**Human Resources**

Big River Communications

24 S Minnesota

Cape Girardeau, MO 63703

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