

Advanced Provisioning Technician

Job Title: Advanced Provisioning Technician

Job Location: Cape Girardeau, MO

Report to: Provisioning Supervisor

Status: Part-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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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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