



JOB POSTING

Title: **DISPATCH/PROVISIONING TECHNICIAN – GEORGIA**

Reports to: Sr. Director-Field Services

Reporting Location: **Lavonia, GA (Gumlog Office)**

Responsible for organizing and prioritizing daily work assignments as related to Field Operations technicians, ensuring proper disbursement of work by performing the following duties as required:

ESSENTIAL DUTIES AND RESPONSIBILITIES *include the following. Other duties may be assigned.*

- Routing customer service and maintenance technicians to job sites on a daily basis.
- Monitoring the system to ensure technicians are properly clearing and closing assigned service orders and trouble tickets in a timely manner.
- May be required to assign CPE for proper routing to TruVista customers, provisioning the equipment using the OMNIA application and properly logging inventory into the provisioning platform.
- Required to alert the Sr. Director of Field Services of any situation that could have a negative impact on TruVista's outside plant operations.
- Report weekly to the Sr. Director of Field Services information relating to technician productivity, alerting him to any failures and inefficiencies in this area. This reporting may be required on daily basis if deemed necessary.
- Performs all other related duties as assigned by management.

MINIMUM QUALIFICATIONS:

- Knowledge of TruVista Service Areas and Knowledge of Technicians' skill sets
- Knowledge of provisioning process
- Knowledge of telecommunications technology, products and services
- Skill in oral and written communication
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions and deal with several variables
- Ability to plan, organize and prioritize multiple work assignments- often with frequent interruptions
- Ability to make sound decisions using information at hand
- Must be able to work efficiently with or without supervision
- Ability to read and interpret documents
- Ability to add, subtract, multiply and divide in all units of measure
- Knowledge of company policies and procedures
- Must be able to work accurately and rapidly with various office equipment such as personal computer, various software programs, telephone systems and business processes
- Ability to effectively function as a team player
- MUST maintain superior attendance and promptness

EDUCATION:

- High school diploma or general education degree (GED); Degree from two-year college or technical school in related field preferred. One to three months related experience and/or training; or equivalent combination of education and experience.

PHYSICAL DEMANDS:

- Ability to lift up to 25 pounds; Close vision, Distance vision and ability to focus; Regularly required to walk, sit, and use hands to finger, handle or feel; Regularly required to talk or hear.