DATE POSTED: **January 06, 2020**
CLOSING DATE: **January 13, 2020 – 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 online application at https://store.ite.net/careers/ no later than the posted closing date above**.**

JOB TITLE:	**NETWORK-DEVICE PERFORMANCE TECHNICIAN**
DEPARTMENT:	**ROAMING & DEVICE TECHNOLOGY**
LOCATION:	**GUAM**
SALARY LEVEL:	**3**
STARTING SALARY:	**$12.35 PER HOUR (negotiable based on experience)**
FLSA STATUS:	**NON-EXEMPT**
OPENINGS:	**1**
JOB POSTING #:	**# 8171 / #G-03-2020-01**

Job Summary:

The Network-Device Performance Technician, under the guidance and supervision of the Principal of Roaming Operations & Device Technology, performs the research, sourcing, validation testing & acceptance of all devices to be used on the mobile network. This role works in close coordination with core and RAN teams in the validation and acceptance of device performance. The Employee tests new and repaired devices to ensure that each make/model is in conformance with acceptance requirements, assists with internal training on devices and device technology, performs audits and inspections of accepted-returned devices to determine if valid or no-fault-found (NFF). Maintains device technical guidance for internal stakeholders and provides inter-departmental support as needed.

This role will evolve to become the Company's SIM Card Expert to the GSMA and will be expected to participate in training events relative to the architecture, administration, and maintenance of the Company's SIM/UICC program, evolving to ISIM and eSIM technologies.

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. Coordinate with manufacturers and vendors for the delivery of test/sample devices to be scheduled for network and inter-island conformance validation and acceptance testing.

3. Perform industry standardized Network-Device-Evaluation 'NDET' tests on all mobile devices in accordance with 3GPP2 and GSMA standardized testing schema as appropriate for our network configuration.

4. Execute regular lab and field tests of devices in support of NDET conformance and best practices. This role will also be responsible for providing support for network maintenance regression testing as it relates to end-user QoS/QoE and device interaction.

5. Maintain and operate the device protocol analyzer in both lab and field test settings using systems such as Qualcomm QXDM, TEMS, NEMO, COMPRION, and protocol analyzers.

6. Perform continuous benchmarking tests of each device variant as necessary/assigned. Benchmarking duties include internal and external tests with networks to include but not limited to: device throughput performance, latency, signal capture and retention, interoperability, SIM card reaction tests, device processor, handover sensitivity, network mode, roaming restriction mode, dual-carrier/dual-band conformance, carrier aggregation, audio & video quality.

7. Assist with the operation of the Over-the-air server to maintain uniform distribution of network settings to our SIM/UICC cards in production.

8. Ensure each device is Hearing Aid Compatible 'HAC' compliant or coordinate acceptable deviation with the regulatory officer.

9. Issue technical guidance for all front-line teams and sales staff relative to each device make/model. Provide Tier-2 support for all devices in the company's portfolio to front-line teams.

10. Conduct quality assurance inspection on devices deemed defective from Customer Service and Sales Teams; determine if the condition of returned device conforms with the prescribed warranty and conditions for vendor return merchandise authorization 'RMA' or reject as No-fault-found 'NFF' and issue findings to finance department.

11. Inspect vendor replaced/repaired devices upon receipt for resolution of reported defect and update internal vendor performance tracking.

12. Support the roaming team with implementation testing on requested device types.

13. Support Global Roaming Quality 'GRQ' programs by performing periodic scheduled and un-scheduled testing in each operating market with the remote test probe system.

14. Cross-train other staff in various aspects of this position to prepare them to fill in as needed and for possible succession.

15. Assist other staff and functional areas in their areas of responsibility, as needed.

16. Perform other related duties or tasks as assigned or required.

Minimum Qualification Requirements:

Education: Associates degree in telecommunications or related degree, or high school diploma/GED with two years of telecommunications experience dealing with the provisioning of core services, device to network provisioning, device troubleshooting, root-cause analysis.

Work Experience: One year of related telecommunication experience (excludes work experience substituted for education.

Licensure/Certification/Professional Association:

Certified Associate in Project Management will eventually be required, if the new employee does not have it at the time of hire.

Special Knowledge, Skills and Abilities:

1. Knowledge of:
   a. Basic principles and practices of office administration and communications
   b. Device acceptance testing and industry best practices
   c. International roaming framework
   d. Administrative and clerical procedures and systems such as computer operations, managing files and records, designing forms, maintaining property inventory and other office procedures and terminology
   e. Structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar

2. Skills in:
   a. SIM card administration (desired but not required at the time of hire)
   b. Managing one's own time and the time of others
   c. Active listening, by giving full attention to what other people are saying, taking time to understand the points being made, and asking questions as appropriate
   d. Use of personal computer hardware and Microsoft software programs to include MS Excel, Access, MS Outlook and Word

3. Ability to:
   a. Be available for travel domestically and internationally. A valid passport is a mandatory requirement of this position.
   b. Comprehend and work with the user applications and cellular telecommunications equipment
   c. Communicate clearly, concisely and accurately with all levels of staff, supervisors, clients and the general public, both verbally and in writing
   d. Maintain records and inventories of assigned product items and prepare reports and statistics from these records
   e. Establish and maintain good working relationships with fellow employees, clients and the general public
   f. Operate computers, office equipment and telephone systems