

NARRAGANSETT INDIAN TRIBE JOB POSTINGS

The Narragansett Indian Tribe is building an affordable, fast wireless internet network to bring improved internet and broadband services to tribal families and other residents in the Charlestown area through the Tribal Broadband Connectivity Program.

To start, the Tribal Broadband Connectivity Program is looking to hire for the following positions:

- Two (2) Network Technicians
- Two (2) Network Customer Service Representatives

If you are interested in any one of the positions, please contact:

John Mahoney at swiftfox44@yahoo.com

Or

Michael Monroe at michaelmonroe603@gmail.com



Narragansett Network Technician

Job Description: The tribe is building an affordable, fast wireless Internet network to bring improved Internet and broadband services to tribal families and other residents in the area. The network technician will interact by email, phone, and in-person with potential and current customers to assist with technical problems that customers may be having to access the network. The goal is to ensure consistently great technical support, rapid response to customer problems, and effective operations.

Primary Activities: We are looking for an individual who can:

- Assist with the installation of customer premises equipment, including in-home installation of the radio (on the side of the home or on a pole in the yard).
- Diagnose and troubleshoot customer connection problems in their home or in their yard.
- Manage the core network radio equipment.
- Call, schedule, and track/maintain appointments with customers
- Assist customers with basic home networking problems and setup
- Manage the network switch that is connected to the Internet backhaul provider.
- Other duties as assigned.
- Responsibilities may require occasional evening and weekend work.

Recommended Experience and Education:

- High school degree required.
- Driver's license required.
- Experience using power tools, must be able to climb ladders to install customer radios.
- Some demonstrated technical support and network experience.
- Some construction experience will be a plus.
- Demonstrated ability to manage and complete a daily work task list highly desirable.
- Some previous customer/retail work experience desirable.

Benefits:

Technical training will be provided as needed.

Company phone or phone stipend provided.

Generous leave and paid time off.

Health insurance coverage.

Salary commensurate with experience.



Narragansett Network Customer Service Representative

Job Description: The tribe is building an affordable, fast wireless Internet network to bring improved Internet and broadband services to tribal families and other residents in the area. The customer service representative will interact by email, phone, and in-person with potential and current customers addressing all of their network questions and needs. As the face of the network, you will be responsible for providing primary customer support for new account setup issues, inquiries from potential customers. You will need to respond to customer inquiries, try to solve minor customer issues directly, and refer more complex technical problems to the network technician. The goal is to ensure a consistently great customer experience, strong sales results, and effective operations.

Primary Activities: We are looking for an individual who can:

- Provide customer support related to service sign-ups, billing and service questions.
- Respond promptly and courteously to telephone, email, and walk-in customer inquiries.
- Add/change/delete customer subscriptions.
- Assist customers with laptops and basic technology issues.
- Coordinate and assist network technician with scheduling of service calls.
- Create, maintain, track, and close customer service tickets efficiently and carefully.
- Assist with preparation of service ticket reports and other customer service metrics.
- Other duties as assigned.
- Responsibilities may require occasional evening and weekend work.

Recommended Experience and Education:

- Some work experience in a customer facing full-time job where making customers happy was expected.
- Must be able to communicate effectively with customers, including live phone conversations, text messages, emails, and other customer communication systems.
- A friendly and cheerful attitude and patience with working through and solving customer issues is critical.
- Demonstrated experience with typical office applications, including word processing, spreadsheets, and data base record entry and retrieval is required.
- Ability and comfort level to assist customers with routine network connection issues is a plus.

Benefits:

Generous leave and paid time off.

Company phone or phone stipend provided.

Health insurance coverage.

Salary commensurate with experience.