Position:
Provisioner/Analyst

Reports To:
Provisioning Manager

Location:
Boise, Idaho

Status:
Full Time, Non-exempt

General Summary:

The primary responsibilities of the Provisioner/Analyst are to provide reports, complete repairs and requests for new service. The position is also responsible for monitoring alarms, maintain records of maintenance and activities and coordinating service order activities with ILEC’s, CLEC’s and IXC’s. This position is located in Boise, Idaho.

Essential Job Functions:

Performs Provisioning of Customer Services:
- Provisioning for Private Line and Advanced IP Services.
- Place Orders (ASR) with LECs & other common carriers.
- Collect & disseminate all support details with companies to order process (LOAs, CFAs, DLRs, ASRs, etc.).
- Utilize Provisioning/Ordering, and inventory software.
- Create Design Layout Records (DLRs) on all circuits.
- Verify that confirmation and designs are received for the LECs and Operating Companies in a timely basis.
- Maintain current files on all orders.
- Perform Syringa Networks network groom activities.
- Inventory Verification.
- Knowledge of IXC/CLEC inter-company operations and procedures, MSA process and requirements for IXC/CLEC customers.
- Knowledge of service orders; facility orders, circuit orders, FOC, CFA, DLR and ASR’s.

Performs Customer Service Orders and Trouble Tickets:
- Designs, documents, updates, and implements as required, a recovery plan in the event of a central office hardware, software, or circuit failure(s).
- Centrally manages central office equipment and software system configurations, operating systems, backup media and software applications to respond to critical failures.
- Interfaces with customers thru completion of test and turn up.
- Interfaces with customers thru completion of trouble tickets.
- Interfaces with customers on utilization of systems.
Monitors Alarms and Maintenance Records:
- Interface with customers through completion of trouble tickets.
- On-call on a rotational basis for emergency calls.
- Monitors alarms and takes corrective action.

Accountability:
- Follows proper safety procedures when using electrical test and communications equipment.
- Complies with company, Idaho workers, and OSHA safety standards.
- Keeps facilities orderly and clean and secures equipment and sensitive material.

Knowledge, Skills, and Abilities:
- Knowledge of basic electricity, analog and digital telecommunications techniques, and procedures.
- Knowledge of TDM, T-carrier, SONET, DWDM, IP, and ATM transmission switches, techniques and procedures.
- Knowledge of troubleshooting techniques.
- Knowledge of Telecom test equipment to include T-Bird, SS7 analyzer, and Optical Time Domain Reflector.
- Knowledge of Internet Protocol practices and procedures.
- Skilled in technical communications with customers and vendors.
- Skilled in operating Microsoft Office Applications and familiar with standard office equipment.
- Skilled in operating various transmissions and switching test equipment.
- Maintains confidentiality.
- Prioritize and handle multiple tasks.
- Coordinates work and maintenance activities with customers, vendors and sales team.
- Functions as a team player.
- Responds to automated pages from network monitoring systems and provide after hours support on a rotational “on-call” basis.
- Reads and follows directions, lifts 50 pounds and works at varied heights conducting installations.
- Squat and stand for long periods of time.
- Works independently and under guided supervision.
- Accountable for all Central Office Assets.
- Provide tech support on central office circuits and transmission equipment.
- Quickly troubleshoots, analyzes and resolves repair issues with central office, customer and vendor equipment.
- Hold a valid Driver’s License.
- Interpret maps, work orders, service orders, and trouble tickets.
- Knowledge of IXC/CLEC inter-company operations and procedures, and MSA process and requirements for IXC/CLEC customers.
**Education and Experience:**

- High school diploma or equivalent and a two-year AA Degree in electronics or related technology is required.
- Two (2) years experience in premise equipment installation and repair, cable plant maintenance, and telecommunications equipment installation work is required.

**How to apply:**

If you are qualified and interested in this position, please send your cover letter and resume to: resumes@syringanetworks.net or fax to (208) 229-6110

Attn: Human Resources

**About Syringa Networks:**

Syringa Networks specializes in custom network solutions for businesses, providing a wide range of networking services throughout the region. Delivered over a purpose-built self-healing fiber optic network, services are available at a range of speeds from T1 to OC-192 and Ethernet at data rates ranging from 1 Megabit (Mb) to 10 Gigabits (Gbs). The regional company also offers Dedicated Internet Access (DIA), MPLS, SONET, DWDM, ATM/Frame, Fiber-to-the-Tower, and Network Equipment sales.

Syringa Networks is a privately held Idaho corporation and is headquartered in Boise, Idaho, with additional offices in Idaho Falls, Idaho, and West Valley City, Utah.

*This job description in no way states or implies that these are the only duties to be performed by the employee. He or she will be required to follow any other instructions and to perform any other duties requested by his or her supervisor. In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others and which impose undue hardships on the organization. Furthermore, job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*