

DATE POSTED: July 05, 2019
CLOSING DATE: July 15, 2019 – 5:00 P.M.

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Job Announcement

The following full-time position is available in our organization. Interested applicants who meet the Minimum Qualification Requirements must submit an IT&E employment application form to the Human Resource Office no later than the posted closing date above.

JOB TITLE: ROAMING OPERATIONS OFFICER
DEPARTMENT: ROAMING AND DEVICE TECHNOLOGY
LOCATION: GUAM
SALARY LEVEL: 5
STARTING SALARY: \$15.61 PER HOUR (negotiable based on experience)
FLSA STATUS: NON-EXEMPT
JOB POSTING #: #7357 / #G-58-2019-07

Job Summary:

The Roaming Operations Officer reports to the Supervisor of Roaming Services under the Principal, Roaming & Device Technology, and serves as a central coordination link in the section's responsibility for implementation, monitoring and maintenance of the company's roaming portfolio. The position is also responsible for other duties including fraud prevention and continuous improvement functions.

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. Serves as the primary engagement contact for partners and customers world-wide requiring after-hours support.
3. Coordinate with roaming and carrier partners for implementation planning, scheduling, routine maintenance, and quality programs, troubleshooting requests escalation.
4. Is responsible for the execution project tasks, work orders and global coordination for new partner implementation. This role is also responsible for the maintenance of company network information in the GSMA database.

5. Execute roaming tests (not limited to IR.24, IR.32, IR.35, IR.50 and IR.60) for different technologies.
6. Maintenance of roaming related platforms and databases such as: SMS Welcome Messaging Database, DCH/FCH partner listings, Steering of Roaming, Quality of Experience, Fault-management, inbound/outbound roamer performance.
7. Accountable for the upkeep and maintenance of test SIM card inventory and control of cards distributed to partners with regular auditing.
8. Implement, operate and maintain roaming-related platforms including customer trouble reporting.
9. Provide regular reporting on roaming health, ongoing issues, inbound/outbound performance metrics and customer feedback programs.
10. Participate in inter-department projects related to roaming and carrier relations.
11. Analyze daily roaming statistics via the reporting database and provide regular reporting on the overall performance of the inbound-outbound roaming operations.
12. Serve as a resource and provide in-house training to internal customers and stakeholders, in roaming and sponsored solutions.
13. Review roaming disputes to determine validity and issue recommendations.
14. Perform other related duties or tasks as assigned or required.

Minimum Qualification Requirements:

Education: Associate's degree from an accredited college or university in computer science, electronics or related field, or a combination of completion of a certificate program or equivalent additional work experience.

Work Experience: Three years of experience in the telecommunications industry or in an analytical position. Project management education or training is desired.

Licensure/Certification/Professional Association:

CAPM, PMP, UICC certifications are highly desirable, but are not required at time of hire

Knowledge, Skills and Abilities:

1. Knowledge of:
 - a. Basic principles and practices of office administration, communications, telephone and customer service etiquette
 - b. Alphabetization and numerical orders
 - c. Computer systems, software applications such as Microsoft programs – Excel, Word, PowerPoint, etc.
2. Skills in:
 - a. Using personal computer hardware and Microsoft software programs to include MS Excel, Access, MS Outlook and Word
 - b. Accurate data entry.

3. Ability to:
 - a. Communicate clearly, concisely and accurately with all levels of staff and customers, both verbally and in writing
 - b. Perform in a self-directed, hard-working, creative and forward thinking manner
 - c. Make logical and sound decisions when working with other employees, customers and clients and performing administrative tasks

As an Equal Opportunity/Affirmative Action Employer, we afford equal opportunity to all applicants and employees for hire and promotion without regard to race, color, origin, gender, age, marital status, religion, veteran status, gender identity, sexual orientation, pregnancy or disability or genetic information.

IT&E is a Drug Free Workplace