Job Posting

Location: Kirkland, WA		
Job title: Implementation Engineer		
Reports To: Director of Business Implementation		
Type of Position: Full-time, non-exempt	**Salary:** DOE	**Posting Period:** Until filled

Purpose of Position:

The Implementation Engineer plays a vital role in ensuring quality and timely deliveries of our fiber solutions including dark fiber, Dedicated Internet Access, Point to Point and Point to Multi-point circuits, and enterprise phone solutions including T1s, PRIs, and SIP. A project manager possesses a solid knowledge base in project management including the initiation, planning, execution, control and closeout of projects. Able to work with various project team members and act as a problem solver by providing workable solutions to keep projects on time and within the project budget.

Responsibilities include:

- This position will project manage all aspects of the enterprise installation from contract to customer acceptance. He/she will be the customer's single point of contact throughout the process and be responsible for providing consistent customer updates.
- Assists Enterprise Account Executives with determining requirements and developing proposals for lower complexity accounts.
- Ensures all aspects of the fiber build conforms to the quality control guidelines (includes compliance with requirements outlined in applicable regulations such as: OSHA, FCC, and NEC, etc ; as well as following procedures as outlined in the Installation, Technical, Operations, and Safety Manuals, and Employee Handbook)
- Responsible for supporting the sales team to assess and document a customer's phone and data configuration and to coordinate with internal resources to ensure Wave's services are implemented in a manner that meets the customer's needs and expectations.
- Coordinates the project details with internal team members, Sales, Construction Managers, Permit Technicians, Splicer's, Phone Operations, Phone Engineering, IP Engineering, NOC, Billing, and Business Solutions
- Responsible for working with the customer to ensure that phone operations has all the correct phone information from the customer, and support phone operations to resolve any discrepancies. Project manage all elements of phone provisioning to ensure a seamless installation including porting requests/date changes, errors in information, 800 service, etc.
- Coordinates and acquires specific project elements with external customers, building owners and permitting agencies
- Responsible for reporting the project financial variances as identified by Construction Managers, estimates versus actual for the duration of the project

- Coordinates project resources to keep critical activities on track and develop recovery plans to offset delays
- Responsible for the closeout of the project, including coordinating with Billing to ensure the customer's bill is successfully activated with the products and services they have ordered, working with the Construction Managers ensuring all documentation is recorded in our fiber asset management system and ensuring NOC has the technical contact information and engineering package from the field.
- Responsible for calling the customer the day after installation to ensure all the products and services ware working as the customer expects, that the customer is happy with the service, and that there isn't anything else that the customer needs.
- Responsible for providing weekly updates on key milestones.
- Promotes all Company services
- Perform other duties as assigned

Qualifications:

- Ability to adhere to Local, Federal regulations and Company policies
- Ability to drive Company vehicle in a safe and responsible manner
- Effective Communicator
- Excellent Organizational and Planning Skills
- Strong Computer Skills (Outlook, Word, Excel, Access, Power Point, Adobe, Mapping Tools, Google Earth)
- High School Diploma or equivalent
- Certified Associate in Project Management (CAPM) or compatible Project Management Training
- Previous experience in Project Management
- Working Knowledge of enterprise data networks including routers and switches
- Working knowledge of phone systems and features including PBX's
- Working knowledge of commercial phone and data services
- Valid driver's license
- Satisfactory driving record
- Auto insurance
- Some work may be performed near power lines and electricity
- Work and travel in inclement weather

Diverse Workforce / EEO:

WaveDivision Holdings (WDH) recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. WDH requires a drug test, background check, employment, and education verification as conditions of employment. WDH is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non-job related handicap or disability, or any other legally protected status.

To Apply: Candidates may send cover letter and resume to hrmgr@wavebroadband.com (please include the job title and location of position applied for in your email)