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# Example of Provisioning Technician Job Description

Our company is hiring for a provisioning technician. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for provisioning technician

* Excellent customer service, a positive attitude and a strong technical aptitude are required for this position
* Activate services and perform trouble isolation as needed
* Engage other technical assistance teams to assist with trouble resolution and activation of circuits as needed
* Works with software and hardware tools to remotely identify and diagnose WAN/LAN problems
* Resolves complex network problems involving power, network hardware, routers, CSU/DSU, carrier services
* Provide first level contact with IXC Carriers in support of Network requirements
* Ensure accuracy of ASRs and order documentation submitted to vendors by working with Sales and Network teams to ensure all appropriate information is provided
* Fulfill internal requests for telecommunications services through the receipt of service requests
* Maintain inventories and circuit orders to ensure accurate support documentation is updated
* Coordinate client contacts to ensure the installed circuit is working correctly and according to established expectations

## Qualifications for provisioning technician

* The role requires working well as a team
* 3-5 years’ experience in Telecom Service Provider Environments
* Knowledge in Ciena, Alcatel-Lucent, Nortel, Cisco and Juniper routing and switching equipment
* Knowledge of transport networks – SDH, DWDM, Fiber, Ethernet and MPLS is a must
* Working experience as a team in large decentralized organization
* Demonstrated highly effective interpersonal and ability to work in a consultative manner