



285 Technology Center Way, Suite 201-B • Wenatchee, WA 98801
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Job No: NN2025-5

POSITION TITLE

Telecom - Technical Services Manager

DEPARTMENT

Operations

LOCATION

Based in Wenatchee, WA (not a remote position)

COMPENSATION

\$110,000 to \$125,000 (DOE)

BENEFITS

Paid leave, medical stipend, dental, short-term/long-term disability, life insurance, and 401(k)

SCHEDULE

Full time, Monday–Friday, with occasional on-call responsibility

JOB DESCRIPTION

Native Network is seeking a skilled and strategic **Technical Services Manager** to lead our growing technical operations team. This role oversees network deployment, customer installations, maintenance, troubleshooting, and repair of telecommunications systems. The manager will develop technical strategies, set service standards, resolve complex issues, manage projects, train staff, and maintain vendor relationships to improve service levels and customer satisfaction.

KEY RESPONSIBILITIES

Team Leadership & Management

- Lead, train, and manage a team of technical professionals
- Oversee network installation, performance, service delivery, maintenance, and support

System Management

- Install, configure, maintain, and upgrade telecom systems including Internet, VoIP, MPLS, and PON networks
- Support deployments across fiber and fixed wireless platforms

Network Performance

- Monitor network reliability and performance
- Troubleshoot complex issues and implement strategies to reduce downtime

Service Delivery

- Establish and implement protocols for timely and effective customer support
- Ensure high standards of service delivery across all technical operations

Issue Resolution

- Resolve complex technical problems to maintain system efficiency

Performance Monitoring

- Track service metrics, analyze trends, and improve operational efficiency

Project Management

- Oversee technical projects and system rollouts
- Align technical initiatives with organizational goals

Vendor Management

- Negotiate contracts and service level agreements
- Manage vendor relationships and ensure cost-effective solutions

Strategic Planning

- Develop and implement short- and long-term plans for telecom operations
- Evaluate and integrate new technologies and services

Budgeting & Cost Control

- Develop and manage operational budgets
- Identify cost-saving opportunities

Compliance

- Ensure operations meet industry regulations, standards, and quality benchmarks

QUALIFICATIONS

The ideal candidate is a strategic thinker and hands-on leader with deep technical expertise and a passion for operational excellence.

- **Education:** Bachelor's degree in engineering, business, telecom or another related field
- **Leadership:** Strong leadership and managerial skills to oversee teams and projects effectively.
- **Technology knowledge:** In-depth knowledge of telecommunications systems, including IP protocols focused on Layer 2/3, VPN, Optical PON and transport as well as fixed and mobile wireless networks.
- **Problem solving:** Excellent analytical and problem-solving abilities to address complex telecommunications issues.
- **Computer literacy:** Proficient in all Microsoft Office applications, with experience using Smartsheet, ShareFile, and telecom-specific tools such as mapping software or network monitoring platforms.
- **Organizational skills:** Efficiently managing multiple tasks, activities and projects.
- **Communication:** Effective oral and written communication skills to collaborate with stakeholders, team members, and vendors.

REQUIRED APPLICATION DOCUMENTS

Qualified applicants should send the following to jobs@nativenetwork.com:

- Resume
- Cover Letter
- Three professional references

Please include "Technical Services Manager Application – [Your Name]" in the subject line.

BACKGROUND CHECK

Employment is contingent upon a successful background check.



JOIN NATIVE NETWORK — MAKE A MEANINGFUL IMPACT

At Native Network, we're not just installing Internet—we're connecting communities. Every technician plays a vital role in expanding access to reliable communications technology for Tribal nations and rural areas. Whether you're activating service in a family home or troubleshooting a network at a tribal health clinic, your work directly supports digital equity, economic empowerment, and community resilience.

WHO WE ARE

Native Network, Inc. partners with Native American Tribes across the country to build and operate telecommunications infrastructure that reduces costs, creates jobs, and diversifies local economies. Since 2016, we've also delivered Internet and phone services to homes and businesses in Chelan and Douglas counties, operating over the Public Utility Districts' fiber networks.

WHY WORK WITH US

When you join Native Network, you become part of a purpose-driven team that:

- Serves communities that have historically been underserved
- Values hands-on problem solving and technical excellence
- Offers clear paths for career advancement and certification
- Believes in teamwork, integrity, and doing what it takes

OUR CORE VALUES

As members of Native Network, Inc.'s organization, we strive to exceed our customers', employees', shareholders', and communities' expectations by conducting our business with the following values as our guide:

- We are customer-focused and quality-driven
- We have a sense of urgency
- We deliver on what we promise
- We are honest and respectful
- We work as a team
- We have a passion for excellence
- We will do whatever it takes

EEO/AA STATEMENT

Native Network, Inc. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, national origin, age, sex, religion, disability, sexual orientation, marital status, veteran status, gender identity or expression, or any other basis protected by local, state, or federal law. This policy applies to all aspects of employment, including hiring, transfer, promotion, compensation, benefits, and termination.

SCREENING BEGIN DATE

September 22, 2025

POSTING CLOSE DATE

Open until filled (dependent on applicant pool)