



# THE OKLAHOMA STATE REGENTS FOR HIGHER EDUCATION

OneNet  
**JOB DESCRIPTION**  
Provisioning Coordinator

**Non Exempt  
Position #100245**

## **ESSENTIAL FUNCTION**

This individual is responsible for establishing new customer circuits on the OneNet network as well as servicing their ongoing bandwidth needs. In addition, this individual will assist in the auditing and reconciliation of monthly telecommunications invoices.

## **RESPONSIBILITIES AND DUTIES**

- Responsible for working with vendors to generate provisioning orders specific to new circuits as well as any changes, moves or disconnects.
- Monitor and resolve issues on pending orders.
- Collaborate with OneNet network engineers during the installation, testing, and troubleshooting of circuits and connectivity.
- Coordinate and administer the customer circuit database.
- Assist in the auditing and reconciliation of monthly telecommunications invoices.
- Assist customers with technical support and customer service-related questions.
- Maintain accounting of OneNet customer connects and disconnects.
- Develop various reports and spreadsheets related to OneNet customers and circuits.
- Update OneNet staff weekly on all circuit orders and disconnects processed.
- Undertake special projects as necessary.

## **POSITION QUALIFICATIONS**

Associates degree and three (3) years of related experience or an equivalent combination of education and related experience preferred. Must have excellent oral and written communication skills and the ability to maintain a high degree of interaction with customers. Familiarity within commercial telecommunications companies and strong customer service experience is highly preferred. Must be detail oriented and possess excellent problem solving skills. Experience in Microsoft Windows and Microsoft Office products required.

Physical demands include the ability to bend, crouch, stoop, sit and/or lift objects weighing 45 pounds or more. Must use the proper manual equipment including but not limited to dollies and carts. Must be available to work after hours as needed. The employee must be available by phone before, after and during regular office hours and must provide his/her own cell phone and cell phone service.

## **SUPERVISION**

This will perform work under the supervision of the Director of Administration and Planning.

**Interested candidates may submit a cover letter and resume (including a list of 3 professional references) to:  
OSRHE, Human Resources, P.O. Box 108850, Oklahoma City, Oklahoma 73101-8850.**

**Fax #: (405) 225-9230  
E-mail: [hr@osrhe.edu](mailto:hr@osrhe.edu)**

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