



## JOB OPPORTUNITY

### LEAD TECHNICIAN

**Location:** Booneville, MS  
**Direct Report To:** Technical Operations Supervisor

#### Job Responsibilities:

- Responsible for the development, training, and support of local Technical Operations team of installation and service technicians, along with local contract crews. Including up-to-date training on new technologies and MaxxSouth products and services.
- Monitor and maintain daily quota levels and service route schedule with technical supervisor assistance.
- Assist Technical Supervisor with insuring that customer satisfaction with installation and service work provided meets or exceeds MaxxSouth standards.
- Assist Technical Supervisor with construction of new cable plant upgrades, extensions, rebuilds and maintenance work.
- Responsible for the technical performance and integrity of the CATV network, including preventive maintenance procedures to meet FCC technical requirements.
- Assist the Technical Supervisor with insuring that after hour's response to customer service issues, including stand-by scheduling and staffing is adhered to.
- Assist Technical Supervisor in the timely completion and accurate filing of FCC Leakage, Proof of Performance reports.
- Assist Technical Supervisor with maintaining a good working relationship with local telephone and power utilities.
- Assist Technical Supervisor in the day-to-day management of the local technical vehicle fleet. Insuring that proper materials are kept on the vehicles that allow each technician to maintain a consistent level of productivity.
- Assist Technical Supervisor in insuring compliance with State, OSHA, and company safety guidelines and requirements and brings any discrepancies to the Technical Supervisor.
- Provide technical support to other departments; including HSD, marketing, customer service and others. Providing effective and immediate communications whenever customer service is interrupted;
- Assists with Technical Supervisory duties in the absence of the Technical Supervisor.

#### Job Qualifications:

- High School diploma or equivalent required.
- Associates Degree in Electronics or related field, or equivalent combination of education and industry experience.
- 2 to 5 years cable television technical operation experience on a system wide basis.
- Valid driver's license, with proven good record.
- Working knowledge of advanced CATV technologies.
- Ability to direct, evaluate, and motivate subordinates.
- Excellent customer service skills. Strong team building and motivational skills. Strong organizational, analytical, oral and written communications skills.
- Ability to maintain a company-wide professional attitude and appearance at all times.
- A thorough understanding of company policies to ensure compliance and consistent application.
- Up-to-date knowledge of technological developments within the industry.
- Able to identify and solve problems efficiently and creatively, taking the initiative to develop new solutions when warranted.

An Equal Opportunity Employer