



JOB OPPORTUNITY

Technical Operations Supervisor

Location: Booneville [North Mississippi]
Direct Report To: Regional Technical Operations Manager

Job Summary:

Responsible for the hiring, development, supervision, training, and support of local Technical Operations team to include; installation, service and maintenance technicians along with local installation contract crews

Job Responsibilities:

- Establish and maintain new and existing products, i.e. GPON, RFoG DOCSIS3.0, DOCSIS3.1, Digital Video and VOD while ensuring the integrity of the coaxial plant stays running at peak performance.
- Establish, monitor and maintain daily installation, instant install and trouble call quota levels.
- Working knowledge of CSG billing system is a plus.
- Responsible for customer satisfaction of installation and service work provided.
- Coordinate construction of new cable plant, upgrades, extensions, rebuilds and maintenance work with other departments within the organization.
- Responsible for the technical performance and integrity of the CATV network including preventative maintenance procedures to meet FCC technical requirements.
- Responsible for the "Quality Control" inspections of in-house, contract installation and service work.
- Responsible for after-hours response to customer service issues including stand-by scheduling and staffing.
- Responsible for the timely completion and accurate filing of FCC Leakage, Proof of Performance reports and system/subscriber outage logs.
- Responsible for maintaining local Public technical documentation.
- Maintain a good working relationship with local telephone and power utilities to ensure MaxxSouth is maintaining compliance to pole licensing agreements.
- Responsible for the day-to-day management of the local technical vehicle fleet.
- Responsible for compliance with State, OSHA, and company safety guidelines and requirements.
- Provide technical support to other departments including DSR, marketing, customer service and others. Providing effective and immediate communications whenever customer service is interrupted.
- Provide technical advice in the assessment, review, selection, and deployment of new technologies, products, and services including equipment installation.
- Other duties as assigned.

Job Qualifications:

- Associates Degree in Electronics or related field or equivalent combination of training and/or experience is required.
- 5 years cable television technical operation experience on a system wide basis.
- Preferred skills include advanced electronics training, including RF test equipment and transmission line theories and analytical techniques for problem solving.
- Working knowledge of advanced CATV technologies including full understanding of the operations, maintenance, CLI and Proof-of-Performance field tests. 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.
- Advance knowledge of CATV, sweep, and noise mitigation.

- Must have well-developed organizational skills and the ability to handle multiple duties and priorities simultaneously in a fast-paced environment.
- 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.
- Valid driver's license with driving limitations or suspensions.
- Able to identify and solve problems efficiently and creatively, taking the initiative to develop new solutions when warranted.

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