



JOB DESCRIPTION

JOB TITLE: Technical Operations Supervisor
DIVISION: Technical & Engineering Operations
DEPARTMENT: Technical

JOB SUMMARY

- The Technical Operations Supervisor is responsible for overseeing the completion of all Technical-related network issues, on time and within budget; as well as to effectively coordinating with other functional areas affecting the Customer Service of subscribers, such that standards of performance are achieved.
- The Technical Operations Supervisor reports directly to the Director, Technical Operations.
- Direct reports include: Service Technician, Advance Technician.

ESSENTIAL JOB FUNCTIONS

The Technical Operations Supervisor accountable for the following items for MaxxSouth Broadband:

- Responsible for the hiring, development, supervision, training, and support of local Technical Operations team of installation, service and maintenance technicians along with local contractor crews...including up-to-date training on new technologies and MaxxSouth products and services.
- Providing technical direction for video, HSD, and telephone operations so the highest possible quality of service is maintained.
- Establishing, monitor and maintain daily quota levels and service route schedules.
- Working knowledge of CSG billing system is a plus.
- Responsible for customer satisfaction with installation and service work provided
- Coordinating construction of new cable plant upgrades, extensions, rebuilds and maintenance work.
- 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 and contract installation and service work.
- Responsible for after-hour's 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 File technical documentation.
- Maintaining a good working relationship with local telephone and power utilities...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.
- Providing technical support to other departments including HSD, marketing, customer service and others. Providing effective and immediate communications whenever customer service is interrupted.
- Providing technical advice in the assessment, review, selection, and deployment of new technologies, products, and services including equipment installation.
- Following and enforcing the Company's policies and procedures, including the EEO guidelines and safety, at all times;
- Performing any miscellaneous department duties as needed.

JOB REQUIREMENTS

Education and Experience

- 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.
- 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.
- 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.
- Customer Focused – External/Internal; Creates the exceptional customer experience; demonstrates a sales and service mentality;
- Collaborative – Teamwork, Proactive knowledge sharing, Constructive Conflict;

Skills

Other Requirements

- Background record that meets Company standards;
- Reliable means of transportation at all times;
- Present professional appearance and demeanor;
- Strictly maintains confidentiality of financial and/or other information acquired in the course of work; discloses only when authorized, unless legally obligated to do so.
- Valid driver's license and driving record that meets company standards at all times (used if driving is required)

PHYSICAL DEMANDS

Walking, kneeling, standing, stooping, sitting, driving, hearing, talking, vision (close, distant, color, depth perception, adjust focus), and use of hands and fingers. Light lifting of 20lbs. is occasionally needed.

WORKING CONDITIONS

- The Technical Operations Supervisor is a Grade full time salaried exempt or union position. The regular work hours are 8:00am-5:00pm Monday – Friday. These hours may vary to accommodate the needs of the department.
- The Technical Operations Supervisor reports to Director, Technical Operations & Construction.
- The Technical Operations Supervisor works in an automated business office environment with business office equipment including telephones, personal computers, copy machines, typewriters and FAX equipment.
- The Technical Operations Supervisor is required to drive on the job as needed and is subject to regular MVR checks. He/she must maintain a valid driver's license and maintain a driving record the meets Company standards for an insurable driver at all times. Any time these conditions are not met, he/she must not drive on the job and must immediately report it to their supervisor.

- The Company is a drug-free workplace. All employees are required to adhere to the Company's drug-free workplace programs and policies. Pre-employment testing is mandatory along with random testing throughout continued employment.
- The duties assigned, the hours worked, and the status of this position is subject to change as the needs of the company changes.

USE OF COMPANY RESOURCES, EQUIPMENT, AND CONFIDENTIAL INFORMATION

Company resources, equipment, and information are provided to employees to facilitate work. They may not be used for purposes other than work without proper authorization. Any unauthorized use of Company resources, equipment, or information is strictly prohibited. Any unauthorized use of customer data or any other company information gained via any company resource is a breach of confidentiality and is strictly prohibited. Any unauthorized use of company resources, equipment information, and/or breaches of confidentiality may be cause for termination of employment.

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.

I am in receipt of a copy of this job description. I understand my supervisor's explanation of what is expected of me in this position and of each of my questions regarding my job responsibilities. By signing this document, I agree to work towards the successful achievement of the above tasks.

Employee Signature

Date