

JOB DESCRIPTION

JOB TITLE:	Field Operations Supervisor	GRADE:	
REPORTS TO:	Director of Plant & Field Operations	STATUS:	Exempt
JOB SUMMARY:	Responsible for the supervision of Field Operations and Central Office personnel for all daily activities with installations, troubles, and plant facilities maintenance.		

JOB DUTIES AND RESPONSIBILITIES:

1. Responsible for the overall successful management and leadership of the Central Office, Network and OSP staff including selection, training and development, performance management, appraisals, coaching, and wage actions to ensure company objectives are met.
2. Responsible for coordination and scheduling of the daily workloads of Network Technicians, Central office, locate service and Partner Contractor staff.
3. Responsible for guidance and support on demand for staff, answering questions, providing coaching and monitoring for quality Member care. Handles Member complaints and escalates issues to Manager as needed.
4. Provides motivational support to Network Technicians and Splicing team to reach service target goals and provide guidance and encouragement toward skill enhancement and teamwork. Maintains team cohesion and sets the example through own performance.
5. Acts in the capacity of the Manager when not available.
6. Responsible for assisting other departments in resolving customer issues, and product development and deployment.
7. Responsible for splicing, installing, and repairing plant facilities, including copper and fiber optic cable in both underground and aerial environments, and in CO/remotes, CEVs, pedestals, and building terminals.
8. Installs Broadband, WiFi and network wiring including cat5/6 wire for residential and business applications. Some installations of coax, jacks, I/W, mainframe wiring, and cross-connect wiring.
9. Oversees and performs troubleshooting and repair of outside plant facilities including copper and fiber optic cables, enclosures, terminations, and protection devices in both aerial and underground plant. Performs facilities locates.
10. Identifies, counts, and prepares groups of cable pairs for splicing and termination. Identifies and repairs bad cable sections, customer dig-ups, pair recovery. Splices fiber optic cables in the field and at the MDF.
11. Ensures compliance with all company, industry, and mandated safety practices. Assists with required safety inspections and reporting as required.
12. Works cohesively with all departments on projects and daily work tasks including response to customer outages.
13. Responsible for daily communications with Member Services, and other departments, when necessary, of completed service orders and troubles tickets to keep records up to date with all necessary information.

14. Submits time reports, Equipment change outs, Time and Material invoicing, and all other forms timely. Keeps detail written records of work activities and assists in administration of field scheduling tool.
15. Participates in company and industry training required to maintain up-to-date knowledge of current technologies. Assists in leading the continuous IP knowledge and professional development of Network Technicians for current and future technologies.
16. Responsible for providing safe working conditions for all employees.
17. Participate in the On-Call rotation
17. Support company culture initiatives.
18. Performs other job duties and responsibilities as required to fulfill job functions or as assigned.

ESSENTIAL JOB FUNCTIONS: Job duties 1 through 17 are considered ADA Essential Functions and must be performed in this job. All other job duties are considered secondary functions.

MINIMUM REQUIREMENTS:

Knowledge: Must possess a strong knowledge and understanding of outside plant networks; fiber network architectures, TDM voice, VoIP internet, IPTV and IP streaming solutions. Must possess a good understanding of xDSL technologies, including ADSL2+, VDSL2, , Wi-Fi, and Special Access Circuits. Knowledge and understanding of the products and services offered by the company, how they function and what is required to make the service work. Knowledge of basic electrical theory. A complete understanding of design, distance, loading, and telephony color codes. Knowledge and understanding of the safety hazards, precautions and methods, tools and materials used in the telecommunications industry. LEB licenses preferred.

Skills: Proficient in computer programs and testing equipment. Excellent listening, written and oral communication skills. Excellent organizational skills. Good problem-solving skills. Proficient in optical and electrical concepts, including grounding, bonding, cable resistance, opens, shorts, testing and trouble isolation.

Abilities: Demonstrated ability to work from oral and written instructions and make decisions under limited supervision. Able to handle multiple priorities; be responsive to on-call schedule; and respond quickly to tight deadlines. Ability to operate test gear and construction equipment. Must be detail oriented. Ability to conduct business in a calm and professional manner. Ability to work cooperatively and provide meaningful guidance to staff members. Physical capacity to perform the Essential Job Functions including the ability to reach, bend, work from ladders at various heights, and lift 40 pounds as needed during the work shift; work in confined spaces or under other adverse conditions; and complete work under pressure to meet critical time frames. Must possess a valid driver's license with a good driving record and have the ability to be insured under the company policy. The ability to respond to requests 24 hours, 7 days per week, report to work on short notice outside scheduled work hours and work occasional overtime hours is also required.

Education: High school diploma or equivalent.



Experience: Seven years' prior telecommunications experience and demonstrated competence in Outside Plant Operations. Prior supervisory experience preferred.

Other combinations of training and experience demonstrating the knowledge, skills and abilities required to perform the work will also be considered.