

## **COMMUNICATIONS NETWORK SERVICES SUPERVISOR**

### **PURPOSE AND NATURE OF WORK**

Position is responsible for the supervision of the division of the Communications Systems Department (LUS Fiber) engaged in designing, implementing, troubleshooting, and maintaining fiber networks and services. Incumbent works under the general direction of the Communications Architecture and Engineering Manager, has supervisory responsibilities for a technical staff, and bears responsibility for the output of the division supervised.

**ILLUSTRATIVE EXAMPLES OF WORK** (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

- Supervises a team of Communications Network Specialists in support of the assigned responsibility for network planning and engineering of all broadband communications networks to include generating detailed engineering documentation to support the installation, configuration, and ongoing operations of the network
- Supervises a team of Communications Network Specialists in support of the assigned responsibility for project management of major engineering initiatives
- Oversee record documentation completed by Communications Network Specialists and contract resources associated with LUS Fiber's fiber network infrastructure.
- Responsible for supporting systems engineering team (OSS/BSS, developers, programmers, etc.), hardware, and operating support system software needed for applications
- Responsible software upgrades on the Metaswitch and SBCs
- Responsible for deploying virtual hosts and machines
- Responsible for maintaining backup and disaster recovery systems
- Responsible for maintaining cybersecurity threat defense system
- Responsible for team's fiber asset management associated with the implementation and maintenance of fiber networks and services in area of assigned responsibility and/or work orders.
- Develop and execute strategies for deploying triple-play services to FTTH customers efficiently and cost-effectively
- Allocate network resources efficiently to optimize bandwidth allocation for voice, video, and internet services now and future needs
- Manage relationships with equipment vendors and negotiate service contracts to reduce costs and ensure reliability
- Responsible for assisting with bid or RFP package compilation for capital improvement projects necessary to update or maintain customer and internal support systems
- Ensure network security and regulatory compliance for triple-play services, including data protection and content licensing
- Analyze historical data and customer trends to predict the network's growth needs, allowing for timely capacity upgrades
- Develop and test contingency plans to maintain service during network outages or disruptions.
- Identify and support training initiatives for team to use Fiber Optic test equipment including OTDR, PMD, Optical Spectrum Analyzer, etc.
- Provide support to the LUS Fiber technical team in partnerships with utility and municipal providers to streamline permit applications, processes, and new initiatives

- Provide support to the LUS Fiber technical team for communication with the NOC, Construction, and Field Operations teams
- Provide support to the LUS Fiber technical team to monitor and report Key Performance Indicators (KPIs) of deliverables and supporting workflows in order to measure operational performance, as well as, identify and assess areas of opportunity for improved process efficiencies and performance
- Provide support to the LUS Fiber technical team for the assigned area(s) respective CAPEX and OPEX spend and budgets
- Develop and coach network LUS Fiber technical team
- Maintain knowledge of technology in use, and/or under development for its impact or potential impact on the operational business process
- Identify training gaps and create a career path for team members
- Participates in all work of subordinate employees as required for business operations
- Performs related work as required

### **NECESSARY KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of and ability to apply the following appropriate to the level of work in a communications system providing telephone, television and data communications to homes, government, and businesses:

- Engineering, design, and construction
- Planning, specification, diagramming, and mapping
- Construction project management and administration
- Component installation, implementation, and maintenance
- Service Deployment Strategy
- Quality Assurance and Performance Optimization
- Resource Allocation
- Vendor Relations
- Network Security
- Regulatory Compliance
- Data Analysis
- Emergency Response Planning
- Ability to form and maintain effective working relationships with other LUS Fiber personnel, customers, elected officials, and general public.
- Ability to communicate clearly, verbally and in writing.

### **DESIRABLE QUALIFICATIONS**

Bachelor of Science or Applied Science in Computer Science, Electrical Engineering, Telecommunications Engineering or closely related field.

Substantial service provider experience, including direct supervision/management of employees in same. Experience should include fiber engineering and/or construction management experience (including both outside and inside plant fiber construction); fiber engineering design, splicing and/or construction implementation; fiber to the home access technologies (GPON, NPON, etc); GIS mapping tools and solution implementation; routing and switching; state and federal government grant compliance and reporting; or an equivalent combination of education and experience.