

## COMMUNICATIONS FIELD OPERATIONS SUPERVISOR

### **NATURE AND PURPOSE:**

Position is responsible for all activities of the Operations section of the Communications System Department, using contractors and a technical staff for construction, operations and maintenance of a communications system optical and electronic core network, fiber optic cable, indoor and outdoor customer premise equipment, scheduling and completing daily customer service orders, maintaining a warehouse inventory of necessary equipment, and 24 hour control / monitoring / problem solving of the network's operation. Incumbent reports directly to Director and has supervisory responsibilities for a moderately-sized staff, and ensures that staff is well-trained and competent in all installation, troubleshooting techniques and safety procedures, including familiarity with consumer communications equipment and practicing good customer relations.

### **ILLUSTRATIVE EXAMPLES OF WORK: Note: These examples are intended to illustrate the various types of work performed by the incumbent. All of the duties performed may not be listed.)**

Provisions all business and residential orders, new or changed, service upgrades or downgrades, connects / disconnects, including establishing telephone service requiring interconnect agreements with regional and national telecommunications systems. Incumbent establishes work procedures, construction standards and ensures staff and contractor compliance. Reviews all division's construction plans and schedules and inspects work; reviews bids for contracted work, ensures work is acceptable, and authorizes payment. Administers quality control measures for contractor work and administers payments.

Through subordinate foremen, supervises work of technicians maintaining outside plant fiber and equipment, through splicing and testing, relocating fiber and facilities, repairing cuts and responding to unplanned outages. Through staff of installation technicians, completes residential and business service orders, including installation of hardware both interior and exterior. Ensures work is performed to customer satisfaction, using scheduling, job coordination, and service order billing reconciliation.

Supervises, through a subordinate foreman, staff of a network operations center supporting business and residential customers by monitoring system operation and responding to customer calls 24 hours per day. Through a small warehouse staff, ensures adequate inventory of supplies and materials are on hand, stored, inventoried, issued, and replaced. Performs related work as required.

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

Thorough knowledge of the materials and methods used for fiber communications system construction, repair and maintenance for overhead, underground facilities, including splicing.

Thorough knowledge of layout, locations and equipment characteristics of the fiber communications system.

Complete knowledge of the parts, apparatus and equipment to be kept in inventory to provide services without delay.

Complete knowledge of customer premise wiring schemes used in single and multi-family residential and small / large business facilities.

Knowledge of software used in providing network communications services to customers of the fiber communications system.

Ability to maintain productive business relations with officials of regulatory agencies, customers, elected officials and employees.

Ability to communicate clearly and effectively, verbally and in writing.

Ability to perform accurate calculations, quantitative projections and use personal computer business and engineering applications at a high level of expertise.

### **DESIRED EDUCATION AND EXPERIENCE:**

Completed college in industrial technology, electronics, or related, and thorough knowledge of technology, equipment and materials of fiber optics communications is desired.