



Network Supervisor

Job Summary:

The Network Supervisor is responsible for providing oversight for the design, installation, and maintenance of all broadband networks, fiber optic systems, special service circuits, and other equipment as needed. This position will supervise and direct activities through a team of Network Technicians while fostering integrity, communication and professionalism. The position would require a self-starter with excellent time management, communication and organizational skills. Works independently and with a group to maximize overall team effectiveness.

Essential Job Duties and Responsibilities

- Responsible for ensuring the network infrastructure is highly reliable and provides exceptional service to customers.
- May replace or direct the replacement of failed hardware and perform software upgrades on network elements.
- Oversees the maintenance and troubleshooting of the core transport networks including ethernet, MPLS, DWDM, and TDM.
- Initiates and/or oversees support of interior and exterior routing protocols, including OSPF and BGP.
- Provides oversight and training for the installation, maintenance, and repair customer access platforms including xDSL, PON, T1, and active fiber.
- Provides oversight and training for the installation, maintenance, and repair VoIP and digital switching equipment.
- Assists other departments with customer support and troubleshooting of customer related issues.
- Foster a positive and collaborative work environment within the network operations team, while providing leadership and feedback as needed.
- Ensures customer complaints are addressed by answering questions about service and products or provides education for customers on functionality of services.
- Monitors all alarm systems to ensure areas of the network are fully functional. Takes necessary steps to clear alarms in a timely manner. Informs COO and/or other personnel in department as needed of issues or concerns.
- Creates and updates documentation and procedures that aid in maintaining network infrastructure.
- Maintains up-to-date knowledge of all technical developments affecting the network—including new equipment, preventative maintenance procedures, training programs, and testing techniques—while also researching new technologies, products, and software to enhance the network and identify cost-effective solutions for related issues.
- May provide direction or oversee the maintenance and repair of battery equipment, DC power plant, and emergency generators by performing tests to ensure proper operations and monitoring equipment while noting unusual activity.



- Ensure compliance with all relevant network security regulations, data privacy laws, and industry standards.
- Develop and manage the network budget to ensure strategic and efficient allocation of resources for ongoing maintenance, system upgrades, and the integration of emerging technologies.
- Effectively communicate with stakeholders, such as vendors, regulatory agencies, employees, customers, and third-party support as needed.
- Works cooperatively and efficiently with all departments.
- Ensures all facilities are clean, free of debris and functioning properly with preventative and proactive maintenance.
- Perform other duties and tasks as assigned by COO on an as-needed basis. *

*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

Skills and Abilities

- Advanced knowledge of telecommunications industry.
- Knowledge of company products, policy, and services.
- Advanced leadership skills and ability to lead and direct teams.
- Skilled in operating routers, switches, firewalls, and routing protocols, with experience in inside and outside plant troubleshooting.
- Knowledgeable in internet and network technologies, including VPNs, VLANs, email systems, DNS, DHCP, and network security.
- Familiar with Central Office equipment and standards, with a foundational understanding of Windows desktop, Windows Server, and Linux platforms.
- Ability to prioritize and complete multiple projects simultaneously and in an organized manner.
- Ability to critically think, identify problems, and provide a resolution.
- Ability to follow written and oral instructions.
- Ability to communicate and present information effectively in a positive and professional manner.
- Strong knowledge in cyber security.
- Ability to be in an "On Call" rotation.
- Ability to travel as needed.

Education / Experience

- Degree in Telecommunications, Network, Information Technology or Computer Science
- Two or more years work experience in telecommunications, networking, computers, or other closely related fields.
- Willingness to expand knowledge through on-the-job training.
- Valid and insurable driver's license required.



Physical Requirements

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read service orders and trouble reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking: Must be able to move about work site.			X	
Climbing/Stooping/Kneeling: Must be able to stoop, kneel and crawl to perform installations.		X		
Lifting/Pulling/Pushing: Must be able to lift at least 50 lbs.			X	
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X