

**Position Title:** Network Supervisor

**FLSA:** Exempt

**Reports to:** Network Manager

**Direct Reports:** Yes

**General Summary:**

The Network Supervisor is responsible for the operation and maintenance of the company’s Network Facilities and Equipment which includes its central office (CO) and remote switching units, Internet services equipment and video headend equipment. The Network Supervisor will assign specific job duties to the Network Technicians, Network Specialists and the Internet Technician to ensure coverage of all department responsibilities.

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| **Essential Job Functions:*** Ensures continuous operation of Network Facilities and Equipment, including narrowband and broadband switching equipment, digital cross connect and data circuits, central office buildings, generators, and transmitter stations, Internet services and video headend equipment;
* Assigns job duties, supervises and trains all assigned staff consisting of Network Technicians and Internet Technicians; Conducts employee performance appraisals and assists Network Manager in the development of regular training and continuing education programs;
* Performs acceptance tests on all new equipment; Ensures that subscriber loops are properly connected and maintained; and oversees the daily checking of loops and toll, EAS, and other types of trunks;
* Assists Network Manager in developing plans and specifications for additional equipment or upgrades; Establishes routine procedures and ensures that routines are performed at required intervals;
* Coordinates with Network Manager on the evaluation of various switch configurations and related switching equipment when telco considers upgrades and additions; Plans and schedules installations to meet service deadlines;
* Assist Network Manager in annual budget preparation;
* Reviews equipment trouble records and ensures that all trouble is cleared;
* Prepares various reports, including Network analysis for Network Manager, progress reports on job and work orders, and network maintenance forecasts; Establishes efficient record-keeping system; and collects data for traffic studies and cost separations and submits data as required by NCC’s Accounting Department;
* Ensures accurate and timely completion of COE/CPR;
* Ensures service terms and conditions are in compliance with established tariff agreements, service rules and regulations, company policies, and RUS specifications and standards;
* Requisitions materials and supplies as needed and maintains adequate inventory;
* Keeps informed of all technical developments affecting switching and network activity, including new equipment, preventive maintenance procedures, training programs, and testing techniques.
* Assist Network Manager in developing and implementing cyber security plan and operating procedures to protect the company’s network and equipment;
* Timely and accurate approval of direct report timesheets ensure daily entry accuracy.
* Performs all other related duties as assigned by management. \*
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\*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 10% of time spent. However, these tasks still constitute important performance aspects of the job.

**Knowledge, Skills, and Abilities:**

* Knowledge of telecommunications industry and digital switching technology.
* Knowledge of Central Office equipment.
* Knowledge of company products and services.
* Knowledge of company policies and procedures.
* Knowledge of industry regulations.
* Skill in operating Central Office switching equipment.
* Skill in analytical thinking and problem solving.
* Ability to communicate with co-workers and various business contacts in a professional and courteous manner.
* Ability to develop and justify budget objectives.
* Ability to read and interpret documents such as schematics, blueprints and circuit diagrams.
* Ability to pay close attention to detail.
* Ability to evaluate, test, and repair sophisticated equipment.
* Ability to improve or redesign procedures for specific installation/repair problems.
* Ability to work independently and make sound technical decisions using information at hand.
* Ability to create a team environment and sustain employee morale.
* Possess considerable judgement talents to interpret company needs and long term goals.
* Train staff in proper maintenance procedures and required safety practices.
* To insure continued growth and success of the company, the best possible courteous and friendly relationship with the customer must be maintained.
* Maintain valid North Dakota driver license.

**Education and Experience:**

Associate’s degree in a network related field or equivalent plus three to five years’ experience in Central Office/Network operations.

**Physical Requirements**

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|  | **0-24%** | **25-49%** | **50-74%** | **75-100%** |
| **Seeing:** Must be able to read computer screen and various reports. |  |  |  | X |
| **Hearing:** Must be able to hear well enough to communicate with employeesand industry contacts. |  |  |  | X |
| **Standing/Walking** |  |  X |  |  |
| **Climbing/Stooping/Kneeling** |  | X |  |  |
| **Lifting/Pulling/Pushing** |  | X |  |  |
| **Fingering/Grasping/Feeling:** Must be able to write, type, and use phone system. |  |  |  | X |

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions; may involve occasional exposure to some of the elements listed above.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.