Job Posting

Location: San Mateo, CA		
Job title: Technical Operations Supervisor		
Reports To: Technical Operations Manager		
Type of Position: Full-time, exempt	**Salary:** DOE	**Posting Period:** Until Filled

Purpose of Position:
The Technical Operations Supervisor contributes to Wave Broadband's success by serving as the first line of support for the Service and Maintenance department. This position oversees and may assist in all of the activities of the technical department including meeting customer satisfaction goals, reducing service calls, service quality and reliability measures, complex service and repair calls, installations, disconnects, and service changes for residential and business customers including video, high-speed data services and voice services.

Responsibilities include:

- Supervise the service and installation technicians
- Oversee service and installation technician workloads, provide assistance, support and leadership to employees and contractors engaged in maintenance and service related activities
- Perform diagnostic, quality control, auditing, leakage detection, and record keeping
- Perform repair and maintenance on voice systems, including trouble shooting, uninstalling and removing existing CPE
- Install, uninstall, and reconnect NIU devices and backup powering; initiate DHCP script
- Troubleshoot and repair customer cable and data services from the headend to the connection of the customer's equipment for single, multi-family, commercial dwellings and/or business products/services, including, as appropriate, all necessary wiring (interior and exterior) and hardware; install, troubleshoot and repair drops from tap to cable modem
- Troubleshoot distribution and return-path problems from CPE to headend (including troubleshooting, repairing or replacing defective or damaged components and/or installing new taps, amps, nodes and lasers); install and configure network interface cards and client software on customer computer equipment; identify and resolve complex problems with customer system configurations and settings that interfere with use of the service
- Ensures peak performance by measuring quality of workmanship, achieves net promoter goals. maintains and monitors service techs and maintenance techs performance, performs evaluations and performance reviews
- Perform all work as necessary to conform to quality control guidelines (includes compliance with requirements outlined in applicable regulations such as: OSHA, FCC, and NEC, etc and following procedures as outlined in the Installation, Technical, Operations, and Safety Manuals, and Employee Handbook)

- Promote safety inspections, run safety meetings and trainings with staff
- Promote cable, Internet, and other Company services; educate the customer on channel lineups, proper equipment usage, and other services that are available; represent Company as needed to collect payments and secure appropriate customer signatures; relay customer feedback
- Clean, maintain, stock, and secure assigned vehicle and equipment for Service department
- Perform other duties as requested by supervisor
- Perform FCC compliance testing and documentation as required
- Assist in Development and implement Preventative Maintenance program

Qualifications:

- 5 years of technical experience in the cable TV, high-speed internet , voice industry
- 2-3 years Supervisor experience in related field
- Excellent customer service and people skills
- Strong leadership and motivational skills and able to develop and train staff
- Ability to work in a team atmosphere and to be a team leader
- Ability to Repair complex System to address chronic issues
- Ability to troubleshoot and achieve problem resolution cross-functionally
- Ability to accurately measure distances, using tapes or other measuring devices
- Ability to adhere to Local, Federal regulations and Company policies
- Ability to carry, climb and operate extension ladder (approx. 28 ft high and 75 pounds)
- Ability to climb poles using gaffs and climbing belt as needed
- Ability to differentiate between different sizes and colors of wires
- Ability to drive Company vehicle in a safe and responsible manner
- Ability to make cable connections in tight spaces by bending, reaching, twisting
- Ability to operate appropriate computer or test equipment associated with position
- Ability to perform job from high places (i.e. poles, towers and roofs)
- Ability to prioritize and organize effectively
- Ability to use the following hand tools: electric drills, hammers, wrenches, and screwdrivers in the installation of cable to the residence and TV set converters
- Ability to walk over all types of terrain in all kinds of weather while carrying tools and equipment, including gaffs, ladders, and fully loaded tool belts
- Ability to work independently
- Ability to work while standing 50-70% of the time
- Ability to work with small components and wires to make cable connections
- Ability to comply with all Company implemented safety procedures
- Ability to demonstrate courtesy and patience in customer relations
- Knowledge of basic mathematics and electronics
- Knowledge of and ability to operate appropriate testing equipment (e.g. signal level meters, ohm meters, etc.)
- Knowledge of Return Path portion of cable plant operations
- Knowledge of National Electric Code and National Electrical Safety Code
- Knowledge of EAS and FCC regulations
- Vision ability: close vision, peripheral vision, and ability to adjust focus
- High School Diploma or equivalent
- NCTI or SCTE certification preferred

Diverse Workforce / EEO: Wave Division Holdings (WDH) recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. WDH requires a drug test, background check, employment, and education verification as conditions of employment. WDH is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non-job related handicap or disability, or any other legally protected status.
To Apply: Candidates may send cover letter and resume to hrmgr@wavebroadband.com (please include the job title and location of position applied for in your e-mail)