



Job Description

Location: Network Deployment

Job title: Network Deployment Supervisor – WA

Reports To: Manager, Network Deployment

Type of Position:

Non-Exempt

Salary:

DOE

Posting Period:

Purpose of Position: Execute as a lead team member, taking on administration and leadership of WaveG Deployment Technician's. The Deployment Supervisor contributes to Wave's success by serving as the first line of support for the Deployment technician's. This position oversees and may assist in all of the activities of the Deployment department including meeting customer satisfaction goals, reducing service degeneration which could impact customers, as well as boundary teams, coordinating technician's workloads, and acting as a liaison between technician's and boundary team members to deliver positive end results.

Responsibilities:

- Promote safety inspections, facilitate and lead Deployment organization's weekly and monthly safety meetings and team member training.
- Supervise the Deployment technicians
- Oversee Deployment technician's workloads, provide assistance, support and leadership.
- Perform quality control of technician's work, auditing, and record keeping.
- Perform repair and maintenance on WaveG network; including trouble shooting, decommissioning, and augmentation.
- Ensures optimal performance by measuring quality of workmanship with deployment technicians.
- Maintains and monitors technician's performance, works one on one with development, performs evaluations and performance reviews.
- Participates in technician hiring process and corrective action planning.
- 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, Safety Manuals, and Employee Handbook.

Minimum Qualifications:

- 5 years of technical experience in the cable TV, high-speed internet, voice industry
- 2-3 years Supervisor experience in related field
- Demonstrates ability to diagnose and solve problems
- Exhibits the ability to follow direction and possesses the ability to follow through.
- Must enjoy the challenge of technical concepts and communicating those concepts at varying levels.
- Knowledge of National Electric Code and National Electrical Safety Code

- Knowledge of and ability to operate appropriate testing equipment (e.g. signal level meters, ohm meters, cable scanners, fusion splicer, etc.)
- High School Diploma or equivalent

Essential Job Functions:

- Ability to work independently.
- Ability to work in a team atmosphere and to be a team leader.
- Excellent customer service and people skills.
- Strong leadership and motivational skills and able to develop and train staff.
- Ability to work while standing 50 - 70% of the time.
- Ability to work with small components and wires to make cable connections.
- Ability to make cable connections in tight spaces by bending, reaching, twisting.
- Ability to differentiate between different sizes and colors of wires.
- Vision ability: close vision, peripheral vision, and ability to adjust focus.
- Must have the ability to communicate by telephone, correspondence, and in person.
- Must possess a good command of the English language, including excellent enunciation, grammar and lack of slang.
- Must have basic mathematics techniques.
- Must be able to sit for extended periods.
- Must have ability to frequently use repetitive motions of the wrist, hands and/or fingers.
- Must be able to work in a standard office environment; no hazardous or disagreeable work conditions.
- Must have ability to operate standard office equipment, to include personal computer, telephone, copier, facsimile machine, and calculator.

Diverse Workforce / EEO:

WaveDivision 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, and employment / education verification as a condition 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: Interested candidates may send cover letter and resume to hrmgr@wavebroadband.com (please include job title and location of position in your email.)