

Job Title: Maintenance Manager

**Location: Resort Television Cable, Hot Springs, AR and Pine Bluff Cable TV, Pine Bluff, AR**

**Department: Technical**

**Reports to: Plant Manager**

**Date: November 10, 2021**

**Summary:** The maintenance manager supervises the maintenance technicians and is responsible for maintaining the plant through general supervision of such techs to reduce ingress, achieve monthly amp/power supply maintenance and restore/repair plant when damaged. The maintenance manager is under the general supervision of the plant manager and must be knowledgeable in the technical operations and maintenance of the cable system. A prior background in management and/or a good understanding in Hybrid Fiber/Coaxial plant operations are required as well as aspects of plant construction and maintenance.

The primary functions are in ingress reduction, plant maintenance and plant restoration/repair. As with ingress reduction such alarms within the cable system's monitoring system like signal to noise, uncorrectable code word errors, high transmits and outages. Furthermore, the maintenance manager primary goal is to be proactive in ingress repair prior to such alarms and repair those issues before it impacts customer services. The outage alarm is tied to the repair and restoration of the plant which should be performed in a timely and rapid manner. The monthly quota of sweeping/balancing amps and servicing power supplies should be exceeded each month.

Lastly, the maintenance manager will monitor the cable system's plant ingress portal called "Centravizion" daily and delegate work to the maintenance technicians in regards to aforementioned plant issues. The maintenance manager will also manage Pine Bluff Maintenance techs and allocate resources to the Pine Bluff operation to further reduce ingress in that operation. The maintenance manager will report weekly on ingress, maintenance and plant restoration/repair. The maintenance manager will report such data for both operations in the Central Arkansas market.

**Duties:**

1. Manage maintenance technicians in the Hot Springs and Pine Bluff plant in regards to support guidance, training, organizing, mentoring, hiring, discipline as well as recruitment.
2. Monitor Centravizion in all portals for Central Arkansas operations daily and become well versed in all Centravizion provides to improve plant performance and reduce ingress in measurable terms.
3. Locate the source of ingress in the CATV plant and manage resources to repair such ingress.
4. Manage resources to surpass monthly quota for amp sweeps/balancing and power supply maintenance.
5. Allocate resources from both Hot Springs and Pine Bluff for ingress repair as well as plant restoration and repair while working with the plant managers in both sites.
6. Report weekly on ingress, outages, plant restoration/repair and maintenance.
7. Manage the maintenance department's test equipment, vehicles, generators and tools.

8. Manage single event outages for plant restoration and repair and submit such requests for purchase orders to the plant manager. This will require working after a normal work day on some occasions when the maintenance technicians need support and due to these events occurring after hours.
9. Assist the plant managers in managing all fiber splicing and entire plant replacement in regards to plant repair after restoration is complete.
10. Report at fault plant damage to the plant manager with footages and plant material needing replacement so the plant manager can submit a BOM to the general manager for further collection by the general manager from those parties who damaged the plant.
11. Report plant damage due to theft or vandalism to the local police department at the time of such damage.
12. Receive issues from the service manager as a "hand off" for plant repair that is impacting customer services.
13. Clearly communicate issues with the CATV plant back to the Plant Managers in both sites.
14. Gather footages and lists of supplies needed to repair damaged CATV plant for the plant manager who will manage the purchase orders for needed materials and manage the budget allocated to make such repairs.
15. Be organized, meticulous and conscious of all work performed in communication, record keeping and resource management.
16. Willingness to work nights, and weekends if the need arises in order to maintain the integrity of the CATV plant.
17. Carryout special task assigned by the Plant Manager or General Manager.

**Essential Functions of the Job:**

- Expertise in plant repair, ingress repair and plant maintenance in sweeping and balancing as well as power supply maintenance within a hybrid fiber/coaxial cable plant.
- Certified and trained to operate a bucket truck if the need arises.
- Pass a DOT physical and medical certification.
- The candidate must possess good people skills, and the ability to communicate clearly whether in person or electronic correspondence.
- Ability to read and understand CATV plant design maps and other forms of GIS mapping.
- Ability to use Excel for reporting.
- Must possess a valid driver's license and an acceptable driving record per WEHCO safety rules and must meet any additional requirements outlined in the company's policy and/or safety manual.
- Maintain a clean company vehicle and record keeping of all preventative maintenance and repairs to the vehicle as well as the maintenance fleet, tools, generators and test equipment.
- Assist and manage the maintenance techs during emergency restoration of plant.

- The shift will be Monday – Friday from 8am to 5pm except for the exception of emergency duty during plant restoration/repair.
- A company cell phone will be issued and it is expected that this manager will be on-call 24/7.

**Other:**

- Successful candidate must pass pre-employment and random drug screenings and have a good driving record throughout employment.
- The candidate must be willing to be contacted by phone while at home as the necessary to conduct business.
- The candidate must be able to pass the exam for DOT medical certification and obtain the certificate upon request.
- Completed NCTI (National Cable Television Institute) courses through System Technician or equivalent.

**Job Specifications:**

*Experience and Education:* A minimum of High School Graduate or GED and experience with CATV distribution plant is required in regards to plant restoration/repair, ingress repair and general duties of a maintenance technician.

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