

Job Title: Technical Supervisor
Location: Longview
Department: Technical
Reports to: Regional Plant Manager

Job Summary: This position reports to the Plant Manager and must be knowledgeable in the operation and maintenance of the cable system. Duties include, but not limited to, the supervision of the Maintenance and Service departments. This will require overseeing all preventative maintenance and plant repairs from the headend to the last mile. As well as ensuring a positive customer experience through top notch service call resolutions through a continuous employee training program.

Job Duties:

- Supervise operations of the system's Service and Maintenance workforce; provide leadership and demonstrate a positive example in all aspects of those areas, establish positive employee relations through effective individual and team communication and provide ongoing support.
- Complete performance reviews; employee praise/recognition and reprimands; in compliance with direction from Regional Plant Manager and Company policies.
- Develop and manage technical training program for all new and existing Service and Maintenance Technicians.
- Establish goals and appropriate monitoring and control practices for work productivity and control of technical overtime while meeting our TC followed by TC goals.
- Ensure compliance with company policies relating to job scheduling and completion requirements.
- Perform regular quality-control inspections of completed jobs to ensure technical reliability and confirm customer satisfaction and compliance of work performed with company policies and procedures.
- Monitor workforce compliance to all company programs and practices, including signal leakage reporting and repair, tool and vehicle inspections and maintenance, and safety training practices.
- Assist the Regional Plant Manager in product education, training sessions, and workplace safety meetings, as required.
- Work daily with Workforce Support in staffing needs for ETA direct and maintain a good working relationship.
- Manage call rotation for Service and Maintenance department
- Assist on call staff after hours as needed and keep Regional Plant Manager informed of plant failures.
- The Technical Supervisor shall also carry out any special task requested by the Regional Plant Manager.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands, fingers, handle and feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is

required to climb, balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of what an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to high, precarious places, outside weather conditions, and risk of electrical shock. The noise level in the work environment is usually moderate.

Other:

Successful candidate must pass random drug screenings and have a good driving record throughout employment. The candidate must be willing to establish residence within boundaries of the Longview Cable TV system. The candidate must be willing to be contacted by cell phone and receive calls at home as necessary to conduct system related business.

Job Specifications:

Education: High School Graduate or GED, Preferred completion of the NCTI curriculum for installer.

Experience:

The candidate should have at least five years related experience in the industry. The candidate should demonstrate personal computer proficiency. Experience or demonstrated ability analyzing, troubleshooting and correcting problems associated with delivery of signals from headend to the customer's home.

Knowledge: Cable TV Principals and Technologies of the Cable TV plant. Expertise in all knowledge defined in the Installer's, Service and Maintenance technician's knowledge section of his/her job description.

Please email resume to:

Mark Johnson

Regional Plant Manager

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