

Job Title: Technical Supervisor
Location: Vicksburg Video, Inc.
Department: Technical
Reports To: Area Manager

JOB SUMMARY

Supervise installation, service, and maintenance technicians to meet customer expectations, technical quality standards, employee productivity and company safety requirements. Maximize customer satisfaction through quality craftsmanship and operational excellence of the customer premise network. Responsible for the hiring, training, development, and performance evaluation of team.

JOB DUTIES AND RESPONSIBILITIES

- Ensure responsiveness and first time resolution to installation and trouble call work orders while adhering to company quality and safety standards
- Resolve and proactively prevent customer escalations.
- Establish positive employee relations through effective individual and team communication and provide ongoing support.
- Regularly observe and mentor employees in regard to safety, quality, productivity and well-being.
- Coordinate and reinforce employee training to ensure Technical Quality Assurance (TQA) standards are met.
- Perform practical field evaluations to verify technical competencies and safe practices; provide necessary feedback.
- Ensure staff has and maintains necessary company-issued tools and equipment.
- Facilitate cross-functional communications and cooperation with internal departments and service partners.
- Instill knowledge of all company products and services.
- Maintain records and documents in accordance with company policies and procedures.
- Adhere to industry specific, local, state, and federal regulations, as applicable.
- Know, understand, and follow company policy.
- Perform other duties as requested by area manager.
- Perform on demand and preventive maintenance of distribution plant and headend as needed.

REQUIRED QUALIFICATIONS

Skills / Abilities and Knowledge

- Ability to read, write and speak the English language.
- Ability to effectively communicate with employees, customers, and suppliers (in person, on the phone, and by written communications) in a clear, straight-forward, and professional manner.
- Ability to safely use weight-bearing equipment (such as gaffs, safety harness, and ladders) within the maximum weight limitations of that equipment.
- Ability to accurately take measurement and apply to position tasks.
- Ability to carry, climb and operate extension ladder, (approximately 32 FT high and 90 LBS).
- Ability to operate a bucket truck.
- Ability to perform job from high places (i.e. poles and roofs).
- Ability to differentiate between different sizes and colors of wires.
- Ability to work with small components and wires to make cable connections.
- Ability to make cable connections in tight spaces by bending, reaching, and twisting.
- Ability to walk over all types of terrain in all kinds of weather while carrying tools and equipment, including ladders, safety equipment and tool belts.
- Ability to work while standing 50 – 70% of the time.
- Ability to use personal computer and software applications including Microsoft Office.
- Ability to operate appropriate computer or test equipment associated with position (e.g. signal level, meters, ohm meters, etc.).
- Ability to use handheld communication devices and applications.
- Ability to use electric or battery operated hand tools such as drills, hammers, wrenches, screwdrivers.

CERTIFICATIONS AND LICENSES

Valid driver's license with satisfactory driving record within Company required standards.

Candidate must pass a pre-employment drug screening and background check within Company required standards.

PREFERRED QUALIFICATIONS

Skills / Abilities and Knowledge

- Ability to successfully manage face-to-face customer interactions and resolutions.
- Demonstrated leadership qualities.
- Ability to handle multiple projects and tasks.
- Ability to prioritize and organize effectively.
- Ability to supervise and motivate others.
- Knowledge of residential and commercial facility construction design / layout.
- Knowledge of IP Networks.
- Knowledge of HFC Distribution Network.
- Knowledge of Headend operation.
- Basic knowledge of company products and services.

Education

High School Diploma or Equivalent

Vendor specific certifications and training (NCTI, SCTE, BCT/E)

Related Work Experience

Experience in preventative, and on demand maintenance, of telecommunications networks and headends.

Working Conditions

- Work indoors in confined space, poorly ventilated areas such as attics during extreme heat or cold.
- Exposure to dust, dirt, noise, insects, rodents, pets, and cleaning solutions.
- Work outdoors in all kinds of weather and at all times of the day or night.
- Work performed near power lines and electricity.
- Work and travel in inclement weather.
- Some work may be performed in an office environment.
- Work performed at various heights above ground on telephone / power poles.
- Fast paced, 24 x 7 operation.
- Smoke Free Environment.

Other

Successful candidate must pass random drug screenings and have a good driving record throughout employment. The candidate must be willing to be contacted via company cell phone and receive calls at home as necessary to conduct system related business. Candidate must have reliable transportation to get to and from work.

PLEASE SEND RESUME TO:

**Vicksburg Video, Inc.
900 Highway 61 North
Vicksburg, MS 39180**

Or apply online at the link below:

<https://jobs.wehco.com/application/cable/>

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