

Position Description



Position Title: Technology Operations Supervisor

Reports to: Technology Engineering and Operations Manager Pay Grade: 16

Pack Leader Needed: Fiercely progressive, creative, and technically rich problem solving *local dogs* need you on their team. The Technology Operations Supervisor savors relationships with technology and individuals through successful execution of operational goals, reliability management, and regular contributions of keen technical expertise. Routine tricks include tactical project management, leading a nimble cross-functional team, and being adaptive and responsive to customer need.

Leadership Deliverables:

- ***Aligns Objectives with Company Strategy:*** Links functional unit strategy and objectives with company and department strategy. Continually ensures work is aligned with key priorities. Communicates and builds energy around company and functional unit objectives.
- ***Sets Expectations:*** Clearly defines and communicates functional unit and individual goals and responsibilities. Establishes and communicates the methods for assessing and measuring functional unit and individual performance. Maintains high standard of expectation for outcomes produced.
- ***Builds a Talented and Flexible Team:*** Defines talent needs. Retains top talent. Uses open positions to build team strength. Aligns associate talents with work objectives. Enables performance with appropriate coaching, tools, and information. Promotes associate input and on-going development. Promotes diversity and understanding of others.
- ***Actively Manages All Performance:*** Enables performers to achieve objectives through coaching, feedback and appropriate reinforcement. Provides consistent, timely and honest performance feedback. Provides rewards, recognition and praise for good work. Proactively manages low performance.

Essential Duties and Responsibilities:

- Represent the Technology Operations Center (TOC) in cross-functional operational meetings and projects.
- Manage through resolution operational impacts on product performance including video, voice, wireless and data services.
- Manage and continue to acquire or develop tools for monitoring of all relevant TOC functions in order to meet specified Service Level Agreements (SLA) targets.
- Manage technology operations staff in order to utilize the process and tools, defined above, in solving operational challenges as they arise.
- Analyze TOC activities and documented resolutions, identify problem areas, devices and deliver solutions to enhance quality of service and prevent futures issues.
- Ensure timely and complete outage resolutions as related to technology; Assist Department Managers with outage and planned maintenance activities utilizing Company escalation and change management procedures.
- Manage TOC staffing schedules ensuring daily operational, on call, and project needs are met.

- Interview and assist in the recruitment, hiring, evaluating and development of TOC team.
- Train, coach, review and mentor TOC operational staff.
- Project management of tactical technology projects as assigned; Practice standard project management and communication planning disciplines.
- Set the tone and example while completing work in a safe manner to include use of proper technique while lifting and carrying heavy objects, and use of appropriate PPE such as knee pads while conducting work within limited confines. Utilize the experience of the team and other resources to conduct monthly safety training or discussions.
- Other functions as assigned.

Preferred Prerequisites:

- Must be ethical with solid value system demonstrated by decisions and actions; Shares the values and ethics of the Company.
- Bachelors Degree in Computer Science or Information Systems and two years of supervisory experience in a Network Operations Center (NOC). Four years of progressive, professional experience in an Information Technology environment and two years of supervisory experience in a NOC can be accepted in lieu of a completed degree.
- Expert Knowledge in at least a single IT discipline (networking, systems, software development, VoIP or wireless).
- Strong knowledge in two other IT disciplines (networking, systems, software development, VoIP or wireless).
- Strong interpersonal skills; advanced verbal and written communication skills a must.
- Leadership experience preferred, ability to meet Company's Leadership Deliverables a must.
- Strong organizational skills. Ability to think critically in high pressure situations.
- Valid driver's license; satisfactory driving record required to operate assigned Company vehicles.
- Successful criminal background check and drug screening required of new hires. BendBroadband is proud to be a drug free workplace.

Physical Requirements:

The work environment characteristics described here are representative of those an associate encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Occasionally operates vehicles in company's fleet
- Frequently lift and carry 70 pounds
- Frequently bend, squat, crawl, and reach above shoulder level
- Rarely climb ladders or other structures using proper safety processes and equipment
- Work is rarely conducted within limited confines