

Tri-County Electric Membership Corporation

Gray, GA

POSITION DESCRIPTION

I. POSITION IDENTIFICATION

A. **Position Title: Operations Supervisor**

C. Date: June 24, 2024

II. OBJECTIVES

A. Objectives Common to All Employees

1. Promote the sales and delivery of fiber-to-the-home phone and broadband internet service to the community, acting as a brand ambassador, responsible corporate citizen, and representative of the organization at all times to the communities served by Tri-County Electric Membership Corporation and its affiliates.
2. Safety - Responsible for the knowledge of and abiding by the Board of Directors approved Georgia EMC Safety Operations Manual.

B. Objectives Unique to This Position

1. Manage all aspects of FTTH Installation from the drop to the customer's equipment
2. Maintain fiber network equipment and tools necessary to deliver quality FTTH broadband service and manage and provide quality control for the drop and premises installation of FTTH service.

III. AUTHORITIES, ACCOUNTABILITIES, AND REQUIREMENTS

A. Reports to: Operations Manager

B. Supervision: FTTH drop and home installation Contract Crews and Tri-CoGo FTTH Technicians

C. Accountability
Accountable to the Operations Manager for the proper and complete performance of job duties.

IV. FUNCTIONS

A. Promotes and maintains a safe working environment, observing all safety rules.

- B. Provide direct oversight of relationships with contractors performing drop and residential and commercial internet and voice installations. Conduct quality control inspections to ensure drops and installations are completed consistent with Tri-CoGo requirements and identified standards.
- C. Assist with skills training & development when necessary.
- D. Using Calix support platforms and other diagnostic tools available, perform network analysis to anticipate and repair individual or global issues affecting network performance or causing data or voice outages.
- E. Provide maintenance of network equipment as directed, including operating systems and applications, providing routine inspection and maintenance of network equipment, huts, and other assets, as directed.
- F. Assist with maintenance of network connectivity for LAN and WAN connections, including documentation of network connections.
- G. Assist subscriber support team in the provisioning of subscriber equipment and enabling subscriber access to the network successfully, including network control systems and routers, mobile apps, customer billing systems, and VOIP telephone systems.
- H. Provide support to fiber drop and subscriber installation technicians.
- I. Provide escalated technical support to users.
- J. Serve in an on-call capacity on a rotational basis to provide network maintenance, outage response, and escalated technical support capacities.
- K. Assist in review process for vendor contracts and equipment purchases.
- L. Performs other duties as assigned to fulfill the objectives of the company and position.

Tri-County Electric Membership Corporation

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POSITION SPECIFICATION

I. POSITION IDENTIFICATION

- A. Position Title: Operations Supervisor
- C. Date Revised: June 21, 2024

II. MINIMUM QUALIFICATIONS

- A. High school diploma.
- B. Five or more years of experience with an internet service provider.
- C. Advanced knowledge, understanding, and experience in the installation, and maintaining of networking equipment, such as routers, switches, telephony, and security devices.
- D. Five or more years' experience with the installation and maintenance of internet for residential and commercial customers.
- E. A track record of increasing responsibility, including leading a team and supervising employees, contractors, and vendors.
- F. A proven ability to manage multiple projects with a high degree of accuracy and attention to detail with a focus on customer experience.
- G. Strong analytical and critical thinking skills with demonstrated problem-solving abilities.
- H. Effective written and verbal communication skills and the ability to work in a team environment.
- I. A valid driver's license.

III. PREFERRED QUALIFICATIONS

- A. A Bachelor of Science degree in Information Technology or a related field
- B. Working knowledge and understanding of broadband and fiber technologies, including but not limited to GPON; AE, fiber connections related to the plant and outside the plant in a field setting.
- C. Preferred technical skills/understanding include:
 - LAN/WAN
 - TCP/IP, DNS, DHCP
 - IPv4 and IPv6
 - Firewalls
 - Juniper routers
 - Calix equipment and software
 - VoIP including Latency and Jitter management
 - QOS
 - VPN
 - VLAN
 - GPON fiber technologies
 - Fiber Splicing
 - OTDR
 - Optical Power Meters (Light Meter)
 - TBERD

IV. COMMUNICATION REQUIREMENTS.

V. EXEMPT STATUS

This position is not subject to overtime pay according to the Fair Labor Standards Act. Overtime may be required.

VI. POSITION LEVEL

VII. WORKING CONDITIONS

- A. 45% in Office
55% Outside - Traveling within Territory
- A. Physical Requirements (Approximate)

20% Walking
25% Standing
40% Sitting - Computer Terminal
5% Lifting (Maximum 40 pounds, unassisted)
5% Pulling and Pushing
5% Crawling (under homes)

- C. Operation of Electronic Equipment and Vehicles.
- D. Exposure to Hazardous Conditions
 - Electrical and line apparatus, stray voltage
 - Dogs, insects, and reptiles
 - Toxic vegetation