

# Network Operations Supervisor

**Job Code:** UST-24-Union Springs

**Date:** October 7, 2024

**Location:** Union Springs, AL

**Company:** Franklin Telephone Company, Inc.

## Job Duties/Responsibilities:

1. Coordinate day to day operations with Technicians, CSRs, Engineers, and others as needed.
2. Assist with resolving customer issues as needed.
3. Report on network statistics as needed.
4. Report on major network issues and report progress and Estimate Time to Repair.
5. Perform any maintenance, repairs, or software upgrades to all network equipment as required.
6. Perform maintenance and changes in switch as needed. Trouble shoot customer issues including but not limited to issues placing or receiving calls. Handle CNAM issues and database updates. Resolve any trouble with the switch and upgrade software as needed. All in coordination with C Spire personnel.
7. Prepare Service Orders for special circuits that are ordered to get them ready for installers. This includes Facility assignment, jumper installation, etc.
8. Create Service Orders and/or assist techs when performing cutovers.
9. Other duties as assigned.
10. Maintain records including but not limited to equipment port assignment, fiber assignment, splitter input and output port assignment, etc. for routine service orders and work orders.
11. Use of AutoCAD or other mapping/drawing software as needed.

The Network Operation Supervisor should support the positive morale of fellow team members. They should also help in ensuring that the work environment is safe, clean, and conducive to the team's ability to perform their duties and report any contrary conditions to management. The Network Operations Supervisor will be responsible for interfacing and working cooperatively with other departments and companies within the corporation. The Network Operations Supervisor will work closely with the Area Manager and with the Network

Operations Manager to ensure that the network operates at peak performance with a goal of 99.999% availability. Knowledge of Ethernet and GPON networks, along with operational proficiency with all utilized electronics will be needed to achieve this goal. The Network Operations Supervisor will be responsible for managing the proper inventory levels of required equipment and materials for projects, routine orders, and maintenance, while maintaining financially responsible levels of inventory. Other duties will be assigned to the Network Supervisor from time to time.

**Minimum Requirements:**

High School Diploma required. Higher Education or experience in the same or similar field preferred. Must be able to lift 65 pounds unassisted and possess sufficient dexterity and mobility to work with various test equipment and hand tools. Be agile enough to bend, stoop, and crawl and work outdoors for extended periods and on a ladder as required. Must be able to work some evenings, weekends, and holidays in an on-call/emergency environment. Ability to drive for extended periods of time in all types of weather. Must be able to adapt and perform in a rapidly changing work environment. Must be able to travel overnight within and outside of regular work area upon request of supervisor or manager. Must have a valid driver's license and be insurable and have the ability to obtain a commercial class A (CDL) license if required.

Please submit resume detailing education, experience, 2 business references and salary requirement to [hrjobs@telapexinc.com](mailto:hrjobs@telapexinc.com) for receipt by **October 21, 2024**. Smoke free environment. EOE.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, pregnancy, or national origin. On request, reasonable accommodation will be provided for qualified individuals with disabilities. All qualified applicants will receive consideration for employment and will not be discriminated against based on disability.