



Solutions for the Future

Providing Electric, Telephone, Internet and Cable Television Service

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JOB DESCRIPTION

Telecom Operations Manager

REPORTS TO: Chief Executive Officer/General Manager

SUPERVISES: Network Services Supervisor and Utility Staking/Meter Technician

OBJECTIVES: Assists the CEO/GM in telecommunications and operations. To become proficient in the relevant skill set, knowledge of the systems, troubleshooting skills, and perform maintenance to telecommunications. Develop and lead a team of dedicated people with resources to deploy, build and maintain infrastructure.

MISSION STATEMENT:

We exist to serve our members in a cooperative spirit, providing competitive, reliable, and safe services at cost consistent with sound management. We will continually evaluate the needs of our members and take an active role in the development of opportunities advantageous to our members.

RESPONSIBILITIES:

1. Day-to-day administration of all internal operations by directing activities of the communication's division's administration and finance operation by scheduling and assigning work, determining methods for doing work, checking quality of work, answering questions, handling personnel issues, and monitoring workflow to ensure timely completion of activities.
2. Employee training and development to ensure employees have the necessary skills, tools and competencies to perform their assigned duties.
3. Assists the CEO/GM with preparation of the capital, operational, and training budgets that support work plans to implement the Board of Directors objectives.

This institution is an equal opportunity provider and employer.

4. Monitors adherence to budgets and work plans to ensure objectives are met.
5. Evaluates viability of new technology and service offerings for continued cooperative development and expansion.
6. Maintains regulatory compliance to ensure adherence with industry specifications, standards, regulations, and laws. To review operational practices, create and enforce compliance plans, and perform regulatory risk management.
7. Oversee, monitor and manage daily telecommunication operations of the cooperative through appropriate systems, managing site facilities, generator power, battery plant and environmental controls. Identify areas of concern and develop plans for proactive maintenance.
8. Manages the engineering, staking, continuous plant records (CPR) and the construction of telecom facilities for Division 2 (telephone) and Division 3 (internet) after being completed by the Utility Technician.
9. Responsible for the reliability, availability, and resiliency of the network. Including network security, employee security training and intrusion mitigation.
10. Constantly seek efficiency in the network and operations to include automation, performance, reliability, availability and resiliency.
11. Works closely with contractors providing technical support to bring equipment online, monitors and maintains the cooperatives networks.
12. Represent the Cooperative on Industry Associations (ATA, ARCC, etc.) to ensure representation on regulatory and legislative issues.
13. Works closely with the Electric Operations Manager to ensure telecom facilities are constructed correctly by the construction crew.
14. Works closely with outside contractors or consultants to ensure projects and all work is performed according to specifications. Monitor project schedules, budgets, and staff activities to ensure projects are completed on time and within budget parameters.
15. Participates in policy development and interprets and administers programs according to policies and procedures.
16. Develop and maintain a positive relationship with local governing bodies.

17. Maintain a positive team environment with other departments.
18. Must be able to work under pressure while continuing to maintain an even demeanor.
19. Evaluating and verifying employee performances through performance evaluation techniques.
20. Train and develop the Network Service Supervisor to lead in the Telecom Operations Managers absence.
21. Performs special projects as requested by CEO/GM.
22. Serves as acting CEO/GM in the absence of the CEO/GM as needed.
23. Performs all other duties as assigned by CEO/GM.

POSITION REQUIREMENTS:

Education/Experience. Bachelor's degree in management or equivalent experience plus five to seven years of experience in telecom management.

Skills and Abilities. Knowledge of telecommunications industry. Knowledge of telecom operations, technology, and equipment. Knowledge of regulatory environment and the business impact of proposed and adopted regulatory changes. Knowledge of management and finance principles and practices. Knowledge of company products and services. Knowledge of company policy and procedures. Skill in operating various office equipment such as personal computers, various software programs, and telephone systems. Skill in oral and written communications. Skill in reading and understanding financial reports, industry regulations, and proposed legislation. Ability to communicate with members, employees, and various business contacts in a professional and courteous manner. Ability to organize and prioritize multiple work assignments. Ability to pay close attention to detail. Ability to make sound decisions using information at hand. Ability to create a team environment and sustain employee morale.

PHYSICAL AND EMOTIONAL DEMAND OF THE JOB:

This position can be a high stress position, demanding and requiring intermittent long hours on both a daily and weekly basis, demanding that the employee be able to respond to inquiries while maintaining a consistently professional and calm emotional demeanor.

Approved by: 
William Chaney, CEO/ General Manager

Date: 9-16-24