



## **Headend Manager**

### **Company Profile:**

Atlantic Broadband, a wholly-owned subsidiary of Cogeco Cable Inc. (TSX: CCA), is the 9th largest cable operator in the United States. The company provides TV, Internet and Phone services to more than 300,000 business and residential customers located in five operating regions: Western Pennsylvania, Miami Beach, Maryland/Delaware, eastern Connecticut and Aiken, S.C. Atlantic Broadband is headquartered in Quincy, MA.

Atlantic Broadband is an equal opportunity employer with an excellent benefits program including medical, dental, life insurance, short and long-term disability insurance, paid vacation and holidays, tuition reimbursement and 401(k) investment plan.

### **Position Summary:**

This position is accountable for proper operation of all equipment, performance and maintenance within the Headend, hub and OTN facilities in accordance with company guidelines and local, state and federal regulations. The Headend Manager also has supervisory responsibilities for all Headend staff.

### **Responsibilities:**

- Responsible for direct supervision of all employees assigned to the Headend function including: hiring, training, assigning and directing work
- Coordinate Headend staff and on-call rotation and accountability in 24/7 operations
- Maintain strict change control discipline with staff
- Define, verify and correct all facility standards and monitoring (Headend, Hub, OTN and office locations)
- Ensure proper engineering standards with voice, video and data engineering staff
- Working with technical operations personnel to ensure all services are delivered to the customer in an uninterrupted and consistent basis. Interfaces with necessary personnel and vendors to ensure all processes are handled efficiently and effectively.
- Ensure schematics and historical records for the Headend is maintained to ensure that maintenance and service activities as well as compliance with regulations are documented. This includes documenting the signal distribution specifics to remote hubs over the transport networks.
- Performs training of system personnel as needed, as well as, provide direction and assistance for training of all technical staff.
- Travel required within geographical service area.
- Complete projects and other duties as assigned on-time.

**Desired Skills and Experience:**

- Degree preferred
- 5+ years' experience in Headend operations required
- 3-5 years supervisory experience.
- Telecom industry background preferred
- Strong Headend, RF and MPEG engineering and computer related skills required
- Strong verbal and written communication skills.
- Must be able to meet multiple deadlines, prioritize, and make decisions.
- Ability to solve network problems or infrastructure issues and manage performance and capacity issues.
- Knowledge of HFC networks.
- Ability to effectively adapt to rapidly changing technology and apply solutions to business needs a must.
- Valid driver's license; satisfactory driving record